Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
622974033346			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	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	Courtesy	For courtesy, employee should continue	2.2	checkbox		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	Courtesy	For courtesy, employee should improve	2.3	checkbox		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	Courtesy	Comments on Courtesy	2.4	textarea		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	Concern	Rate the service experience of concern	3.1	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	Concern	For concern, employee should continue	3.2	checkbox		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	Concern	For concern, employee should improve	3.3	checkbox		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	Concern	Comments on Concern	3.4	textarea		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	Timely Resolution	Rate the service experience of timely resolution	4.1	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	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		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
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622974033346			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		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	Technical Knowledge	Rate the service experience of technical knowledge	5.1	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	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		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
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622974033346			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		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	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	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	FCR	Please select the best description for the resolution status of the interaction	6.2	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	FCR	If CSR Error, please explain	6.3	textarea		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	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	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	Paperless Billing	Comment if "other" was used above	7.2	textarea		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	Overall Customer Experience	How would you rate the overall customer experience	8.1	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
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621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
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621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
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621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
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621942807826	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			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 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
621942807826			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Apr, 2025 09:01:45 AM	14 Apr, 2025 03:50:45 PM	03 Apr, 2025 09:41:18 PM	0:04:28		Internal
622974091017			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 04:37:32 PM	14 Apr, 2025 05:10:06 PM	14 Apr, 2025 03:29:18 PM	0:05:58		Internal
622974091017			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 04:37:32 PM	14 Apr, 2025 05:10:06 PM	14 Apr, 2025 03:29:18 PM	0:05:58		Internal
622974091017			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 04:37:32 PM	14 Apr, 2025 05:10:06 PM	14 Apr, 2025 03:29:18 PM	0:05:58		Internal
622974091017			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 04:37:32 PM	14 Apr, 2025 05:10:06 PM	14 Apr, 2025 03:29:18 PM	0:05:58		Internal
622974091017			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 04:37:32 PM	14 Apr, 2025 05:10:06 PM	14 Apr, 2025 03:29:18 PM	0:05:58		Internal
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622974091017			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 04:37:32 PM	14 Apr, 2025 05:10:06 PM	14 Apr, 2025 03:29:18 PM	0:05:58		Internal
622974091017			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 04:37:32 PM	14 Apr, 2025 05:10:06 PM	14 Apr, 2025 03:29:18 PM	0:05:58		Internal
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622974091017			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 04:37:32 PM	14 Apr, 2025 05:10:06 PM	14 Apr, 2025 03:29:18 PM	0:05:58		Internal
622974091017			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 04:37:32 PM	14 Apr, 2025 05:10:06 PM	14 Apr, 2025 03:29:18 PM	0:05:58		Internal
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622974091017			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 04:37:32 PM	14 Apr, 2025 05:10:06 PM	14 Apr, 2025 03:29:18 PM	0:05:58		Internal
622974091017			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 04:37:32 PM	14 Apr, 2025 05:10:06 PM	14 Apr, 2025 03:29:18 PM	0:05:58		Internal
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622974091017			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 04:37:32 PM	14 Apr, 2025 05:10:06 PM	14 Apr, 2025 03:29:18 PM	0:05:58		Internal
622974091017			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 04:37:32 PM	14 Apr, 2025 05:10:06 PM	14 Apr, 2025 03:29:18 PM	0:05:58		Internal
621943460289			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 06:05:13 PM	14 Apr, 2025 06:15:45 PM	09 Apr, 2025 12:38:34 PM	0:02:42		Internal
621943460289			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 06:05:13 PM	14 Apr, 2025 06:15:45 PM	09 Apr, 2025 12:38:34 PM	0:02:42		Internal
621943460289			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 06:05:13 PM	14 Apr, 2025 06:15:45 PM	09 Apr, 2025 12:38:34 PM	0:02:42		Internal
621943460289			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 06:05:13 PM	14 Apr, 2025 06:15:45 PM	09 Apr, 2025 12:38:34 PM	0:02:42		Internal
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621943460289			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 06:05:13 PM	14 Apr, 2025 06:15:45 PM	09 Apr, 2025 12:38:34 PM	0:02:42		Internal
621943460289			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 06:05:13 PM	14 Apr, 2025 06:15:45 PM	09 Apr, 2025 12:38:34 PM	0:02:42		Internal
621943460289			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 06:05:13 PM	14 Apr, 2025 06:15:45 PM	09 Apr, 2025 12:38:34 PM	0:02:42		Internal
621943460289			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 06:05:13 PM	14 Apr, 2025 06:15:45 PM	09 Apr, 2025 12:38:34 PM	0:02:42		Internal
621943460289			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 06:05:13 PM	14 Apr, 2025 06:15:45 PM	09 Apr, 2025 12:38:34 PM	0:02:42		Internal
621943460289			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 06:05:13 PM	14 Apr, 2025 06:15:45 PM	09 Apr, 2025 12:38:34 PM	0:02:42		Internal
621943460289			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 06:05:13 PM	14 Apr, 2025 06:15:45 PM	09 Apr, 2025 12:38:34 PM	0:02:42		Internal
621943460289			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 06:05:13 PM	14 Apr, 2025 06:15:45 PM	09 Apr, 2025 12:38:34 PM	0:02:42		Internal
621943460289			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		14 Apr, 2025 06:05:13 PM	14 Apr, 2025 06:15:45 PM	09 Apr, 2025 12:38:34 PM	0:02:42		Internal
621943460289			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 06:05:13 PM	14 Apr, 2025 06:15:45 PM	09 Apr, 2025 12:38:34 PM	0:02:42		Internal
621943460289			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 06:05:13 PM	14 Apr, 2025 06:15:45 PM	09 Apr, 2025 12:38:34 PM	0:02:42		Internal
621943460289			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 06:05:13 PM	14 Apr, 2025 06:15:45 PM	09 Apr, 2025 12:38:34 PM	0:02:42		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			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		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622974042441			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 02:30:53 PM	14 Apr, 2025 06:29:10 PM	14 Apr, 2025 01:33:36 PM	0:05:12		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 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
622973941435	[redacted]		CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			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 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
622973941435			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 06:43:36 PM	14 Apr, 2025 06:49:09 PM	11 Apr, 2025 08:34:32 PM	0:02:24		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 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
621942907114	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - 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 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
621942907114			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 06:01:30 PM	14 Apr, 2025 06:58:25 PM	04 Apr, 2025 04:46:28 PM	0:06:05		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			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		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
622973741650			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 07:08:01 PM	14 Apr, 2025 07:14:00 PM	10 Apr, 2025 06:41:57 PM	0:02:18		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 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
621943287859	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			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 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943287859			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 07:20:47 PM	14 Apr, 2025 07:26:52 PM	08 Apr, 2025 01:30:16 PM	0:03:35		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			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 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943070633			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 07:19:10 PM	14 Apr, 2025 07:35:23 PM	07 Apr, 2025 12:46:34 PM	0:04:27		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	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
621943056603	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			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 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			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 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			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 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
621943056603			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 08:30:38 AM	14 Apr, 2025 08:26:55 PM	07 Apr, 2025 04:55:57 AM	0:03:12		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			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		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		Internal
622974075327			CTE_Bus_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 08:22:38 PM	14 Apr, 2025 08:30:16 PM	14 Apr, 2025 02:56:08 PM	0:03:40		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
622974081174	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		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		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974081174		CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 11:53:38 AM	15 Apr, 2025 12:16:23 PM	14 Apr, 2025 03:14:10 PM	0:05:50		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		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
622974225634	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634			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		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
622974225634			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 01:04:15 PM	15 Apr, 2025 01:09:41 PM	15 Apr, 2025 12:41:11 PM	0:03:37		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			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		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
621943242326			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 12:26:02 PM	15 Apr, 2025 01:20:38 PM	07 Apr, 2025 09:09:02 PM	0:01:47		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 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
622974110900	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			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		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974110900			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 11:23:10 AM	15 Apr, 2025 01:26:53 PM	14 Apr, 2025 04:35:23 PM	0:05:52		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 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
622974194471	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			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		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
622974194471			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 01:23:46 PM	15 Apr, 2025 01:27:41 PM	14 Apr, 2025 08:57:55 PM	0:03:18		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			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		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621942974977			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 01:46:52 PM	15 Apr, 2025 02:02:25 PM	04 Apr, 2025 09:11:51 PM	0:05:41		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 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
621943282427	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			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		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943282427			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 07:00:24 AM	15 Apr, 2025 02:25:34 PM	08 Apr, 2025 01:07:09 PM	0:04:20		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 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
621943063413	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			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 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			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 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			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 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
621943063413			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 12:30:41 PM	15 Apr, 2025 02:44:50 PM	07 Apr, 2025 12:08:49 PM	0:03:22		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			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		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974060420			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:30:18 PM	14 Apr, 2025 02:20:21 PM	0:09:32		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		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
622974054252	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			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		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974054252			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 03:42:42 PM	14 Apr, 2025 01:45:56 PM	0:07:10		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			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		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974033482			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 12:00:55 PM	15 Apr, 2025 03:47:44 PM	14 Apr, 2025 12:57:39 PM	0:02:54		Internal
622974053919			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 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
622974053919	[redacted]	[redacted]S	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919		S	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919		S	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919		S	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919		S	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919		S	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919		S	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919		S	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919		S	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919		S	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919		S	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919		S	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919		S	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 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919		S	CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919		S	CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974053919		S	CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 06:30:59 PM	15 Apr, 2025 03:54:58 PM	14 Apr, 2025 02:06:01 PM	0:05:34		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			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 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974033743			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 02:30:49 PM	15 Apr, 2025 04:03:04 PM	14 Apr, 2025 01:00:04 PM	0:09:55		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 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
622974082734	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			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		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974082734			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 04:50:22 PM	15 Apr, 2025 04:58:37 PM	14 Apr, 2025 03:17:13 PM	0:03:41		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 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
622974286802	[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]	15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			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		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
622974286802			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 05:04:21 PM	15 Apr, 2025 05:12:26 PM	15 Apr, 2025 04:08:41 PM	0:02:26		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
621943297007			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 03:00:26 AM	15 Apr, 2025 05:44:09 PM	08 Apr, 2025 01:57:13 PM	0:02:35		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 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
622974101410	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			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		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974101410			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 05:39:57 PM	15 Apr, 2025 05:45:55 PM	14 Apr, 2025 04:09:31 PM	0:03:02		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974045324			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 02:30:50 PM	15 Apr, 2025 06:48:17 PM	14 Apr, 2025 01:48:07 PM	0:02:53		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		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
622974246633	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			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		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622974246633			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 07:06:05 PM	15 Apr, 2025 07:12:57 PM	15 Apr, 2025 01:58:49 PM	0:02:41		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 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
622973645489	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			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		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622973645489			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 07:09:12 PM	15 Apr, 2025 07:28:18 PM	10 Apr, 2025 01:11:09 PM	0:03:42		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			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		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
622974205899			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 02:39:20 PM	15 Apr, 2025 08:05:40 PM	14 Apr, 2025 10:02:29 PM	0:04:08		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		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
621943063828	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			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 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			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 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			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 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
621943063828			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 12:30:43 PM	15 Apr, 2025 08:55:25 PM	07 Apr, 2025 12:09:42 PM	0:05:37		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
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622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
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622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		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
622974128557	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557		CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557		CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974128557		CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Apr, 2025 12:37:48 PM	16 Apr, 2025 12:39:47 PM	14 Apr, 2025 05:17:50 PM	0:02:51		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		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		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974200747		CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 04:00:49 AM	16 Apr, 2025 12:48:06 PM	14 Apr, 2025 09:28:52 PM	0:02:58		Internal
622974278870		CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870		CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870		CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870		CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870		CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870		CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870		CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870		CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870		CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870		CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870		CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870		CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870		CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870		CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 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
622974278870	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870			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		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974278870			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Apr, 2025 12:52:40 PM	16 Apr, 2025 12:58:11 PM	15 Apr, 2025 03:38:55 PM	0:03:22		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			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		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622974400687			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Apr, 2025 01:02:33 PM	16 Apr, 2025 01:18:12 PM	16 Apr, 2025 12:38:49 PM	0:04:25		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 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
622973760509	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			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 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622973760509			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Apr, 2025 01:30:31 AM	16 Apr, 2025 03:10:47 PM	10 Apr, 2025 07:54:18 PM	0:04:56		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 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
622974265736	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974265736			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Apr, 2025 01:02:34 PM	16 Apr, 2025 03:16:52 PM	15 Apr, 2025 02:55:41 PM	0:03:20		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			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		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974287166			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Apr, 2025 03:25:30 PM	16 Apr, 2025 03:30:13 PM	15 Apr, 2025 04:19:28 PM	0:03:15		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 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
622974314780	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			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		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974314780			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Apr, 2025 03:42:35 PM	16 Apr, 2025 03:47:02 PM	15 Apr, 2025 05:49:55 PM	0:03:13		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 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
622974131649	[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]	15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain				15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			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		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974131649			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 04:01:05 PM	16 Apr, 2025 04:14:16 PM	14 Apr, 2025 05:33:22 PM	0:02:17		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			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		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622974344402			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Apr, 2025 04:20:16 PM	16 Apr, 2025 04:23:54 PM	15 Apr, 2025 07:34:08 PM	0:02:29		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		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
622973659302	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			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 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			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 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622973659302			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Apr, 2025 04:01:01 PM	16 Apr, 2025 06:12:44 PM	10 Apr, 2025 02:07:19 PM	0:05:18		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			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		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
622974254877			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 04:01:08 PM	16 Apr, 2025 06:27:16 PM	15 Apr, 2025 02:24:00 PM	0:03:24		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 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
621943292193	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		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	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		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	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			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		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		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	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
621943292193			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 03:00:39 PM	16 Apr, 2025 08:18:46 PM	08 Apr, 2025 01:45:06 PM	0:03:47		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			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		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974351486			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Apr, 2025 05:00:50 AM	17 Apr, 2025 12:16:57 PM	15 Apr, 2025 08:01:28 PM	0:02:10		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		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
622974163344	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			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		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622974163344			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Apr, 2025 01:00:57 AM	17 Apr, 2025 12:23:18 PM	14 Apr, 2025 07:14:52 PM	0:06:18		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			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 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622973691628			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Apr, 2025 01:30:31 AM	17 Apr, 2025 12:33:06 PM	10 Apr, 2025 03:41:41 PM	0:02:49		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 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
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			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 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622974062947			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 10:30:41 PM	17 Apr, 2025 12:37:08 PM	14 Apr, 2025 02:26:58 PM	0:02:33		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			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 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			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 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			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 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622973765639			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 12:00:45 AM	17 Apr, 2025 12:41:54 PM	10 Apr, 2025 08:15:12 PM	0:08:36		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 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
622974046850	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			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 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
622974046850			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 02:30:46 PM	17 Apr, 2025 01:25:08 PM	14 Apr, 2025 01:53:17 PM	0:04:56		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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		14 Apr, 2025 06:35:12 PM	17 Apr, 2025 01:31:58 PM	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
621942607314	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		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	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		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	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			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 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		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	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942607314			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 02:01:27 AM	17 Apr, 2025 01:57:34 PM	02 Apr, 2025 09:04:46 PM	0:04:04		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 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
621942542430	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			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		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621942542430			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 06:32:15 PM	17 Apr, 2025 01:58:27 PM	02 Apr, 2025 06:27:49 PM	0:03:25		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		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	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		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	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			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 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		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	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
621943065787			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 12:30:44 PM	17 Apr, 2025 02:06:27 PM	07 Apr, 2025 12:22:45 PM	0:05:26		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		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
622974340387	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			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		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974340387			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 02:09:02 PM	17 Apr, 2025 02:14:38 PM	15 Apr, 2025 07:21:29 PM	0:02:28		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			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		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974461444			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 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
622974461444	[redacted]	[redacted]	CTE_Bus_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	16 Apr, 2025 06:20:39 PM	17 Apr, 2025 03:19:24 PM	16 Apr, 2025 04:29:35 PM	0:05:16		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			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 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974192114			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 04:05:47 PM	17 Apr, 2025 05:18:58 PM	14 Apr, 2025 08:48:13 PM	0:05:06		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 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
622974403188	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			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 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974403188			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 06:00:53 AM	17 Apr, 2025 05:49:39 PM	16 Apr, 2025 12:54:51 PM	0:02:44		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			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 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974226634			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 06:00:56 AM	17 Apr, 2025 06:05:52 PM	15 Apr, 2025 12:35:42 PM	0:05:45		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal

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622974387691	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			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 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
622974387691			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 06:12:30 PM	17 Apr, 2025 06:17:29 PM	16 Apr, 2025 02:46:58 AM	0:02:41		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 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
621943381899	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			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 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			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 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			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 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		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	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
621943381899			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 03:00:31 PM	17 Apr, 2025 06:32:00 PM	08 Apr, 2025 06:46:55 PM	0:03:54		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			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 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974047545			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 02:30:50 PM	17 Apr, 2025 06:33:13 PM	14 Apr, 2025 01:40:34 PM	0:05:39		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 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
622974186651	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			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 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186651			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 06:09:42 PM	17 Apr, 2025 06:34:18 PM	14 Apr, 2025 08:30:23 PM	0:03:23		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 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
622974186597	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			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 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
622974186597			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 06:51:43 PM	17 Apr, 2025 07:02:59 PM	14 Apr, 2025 08:29:28 PM	0:03:13		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			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		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942346801			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 06:32:08 PM	17 Apr, 2025 07:11:07 PM	01 Apr, 2025 05:28:30 PM	0:05:11		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		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
621942337048	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			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 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			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 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			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 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		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	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
621942337048			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 10:32:00 AM	17 Apr, 2025 07:21:37 PM	01 Apr, 2025 04:36:20 PM	0:07:18		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			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 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 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
622974376058	[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]	17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
622974376058			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 07:20:00 PM	17 Apr, 2025 07:26:50 PM	15 Apr, 2025 09:50:08 PM	0:03:26		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		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 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942279318			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 02:32:10 PM	17 Apr, 2025 07:53:13 PM	01 Apr, 2025 02:02:27 PM	0:06:51		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 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
621942419034	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			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 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			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 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			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 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621942419034			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 04:01:28 AM	17 Apr, 2025 07:55:46 PM	01 Apr, 2025 09:10:18 PM	0:05:14		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		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	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		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	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		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	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		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	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943371374			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 07:00:25 AM	18 Apr, 2025 12:05:27 AM	08 Apr, 2025 06:11:01 PM	0:06:31		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		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
621943448149	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			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		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
621943448149			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 12:11:06 AM	09 Apr, 2025 05:23:58 AM	0:02:22		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 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
622974464971	[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]	18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			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 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974464971			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Apr, 2025 11:28:32 AM	18 Apr, 2025 11:53:40 AM	16 Apr, 2025 04:37:54 PM	0:03:49		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			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 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974534030			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 01:09:33 PM	16 Apr, 2025 08:52:27 PM	0:05:18		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		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
622974271608	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			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 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974271608			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Apr, 2025 01:54:21 PM	18 Apr, 2025 02:32:40 PM	15 Apr, 2025 03:13:58 PM	0:07:00		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			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 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974576711			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Apr, 2025 02:46:14 PM	18 Apr, 2025 02:48:33 PM	17 Apr, 2025 12:52:41 PM	0:02:40		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 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
622974328394	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			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		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622974328394			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 02:01:09 PM	18 Apr, 2025 03:10:40 PM	15 Apr, 2025 06:44:45 PM	0:04:05		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
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622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
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622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			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 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			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 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			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 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622973612942			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 04:00:41 PM	18 Apr, 2025 03:57:44 PM	09 Apr, 2025 09:46:13 PM	0:03:14		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 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
622974384756	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolutio[redacted]	Rate the service experience of timely resolution	4.1	radio		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			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 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974384756			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Apr, 2025 04:03:39 PM	18 Apr, 2025 04:10:30 PM	16 Apr, 2025 12:23:02 AM	0:02:20		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 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
622974530290	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			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 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974530290			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Apr, 2025 02:01:03 AM	18 Apr, 2025 04:11:57 PM	16 Apr, 2025 08:33:38 PM	0:05:25		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
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622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
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622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
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622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			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		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
622974118786			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 08:00:58 PM	18 Apr, 2025 04:40:05 PM	14 Apr, 2025 04:55:09 PM	0:04:44		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		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
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			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		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
621943390904			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				09 Apr, 2025 03:00:30 PM	18 Apr, 2025 05:36:04 PM	08 Apr, 2025 07:23:08 PM	0:04:38		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			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 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622973888282			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Apr, 2025 05:26:06 PM	18 Apr, 2025 05:39:41 PM	11 Apr, 2025 05:22:05 PM	0:03:08		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 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
622974745869	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			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 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974745869			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Apr, 2025 05:35:24 PM	18 Apr, 2025 06:07:43 PM	18 Apr, 2025 01:31:19 PM	0:03:12		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		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
622974161884	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			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 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974161884			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Apr, 2025 06:01:22 PM	18 Apr, 2025 06:31:01 PM	14 Apr, 2025 07:08:23 PM	0:04:02		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 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
622974040150	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			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 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974040150			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Apr, 2025 06:59:30 PM	18 Apr, 2025 07:11:21 PM	14 Apr, 2025 01:01:55 PM	0:03:44		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			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 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974626788			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Apr, 2025 07:06:02 PM	18 Apr, 2025 07:19:28 PM	17 Apr, 2025 03:58:29 PM	0:05:34		Internal
622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
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622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
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622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 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
622974570046	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
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622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974570046			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 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974570046			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 06:01:10 PM	18 Apr, 2025 07:44:54 PM	17 Apr, 2025 12:18:36 PM	0:03:31		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			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 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974640949			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Apr, 2025 10:01:01 AM	18 Apr, 2025 09:05:54 PM	17 Apr, 2025 04:56:19 PM	0:05:05		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 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
622974702230	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			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 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622974702230			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Apr, 2025 08:40:50 PM	19 Apr, 2025 08:58:51 PM	17 Apr, 2025 08:54:06 PM	0:05:31		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			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 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			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 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		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
622973680275	[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]	11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
622973680275			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				11 Apr, 2025 04:00:35 AM	19 Apr, 2025 11:14:27 PM	10 Apr, 2025 03:07:50 PM	0:02:03		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			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 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			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 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			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 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
621943134208			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 11:00:30 AM	19 Apr, 2025 11:47:36 PM	07 Apr, 2025 04:07:19 PM	0:04:00		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 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
622974634942	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			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 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974634942			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Apr, 2025 01:47:58 PM	20 Apr, 2025 02:02:58 PM	17 Apr, 2025 04:32:32 PM	0:04:28		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			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		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 PM	0:03:06		Internal
622974915132			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 12:40:52 PM	21 Apr, 2025 12:43:25 PM	21 Apr, 2025 12:03:46 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
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
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622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
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622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			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		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974705460			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 12:51:34 PM	21 Apr, 2025 12:59:38 PM	17 Apr, 2025 09:28:31 PM	0:02:49		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		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
622974300379	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			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		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974300379			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Apr, 2025 01:01:00 AM	21 Apr, 2025 01:12:03 PM	15 Apr, 2025 05:28:36 PM	0:07:34		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			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		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974537397			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 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
622974537397	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	21 Apr, 2025 01:15:48 PM	21 Apr, 2025 01:21:23 PM	16 Apr, 2025 09:01:30 PM	0:02:38		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			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		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974838366			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 01:47:42 PM	21 Apr, 2025 01:51:29 PM	18 Apr, 2025 07:59:04 PM	0:03:01		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
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622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 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
622974799201	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			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		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622974799201			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 02:33:07 PM	21 Apr, 2025 02:42:04 PM	18 Apr, 2025 05:02:13 PM	0:03:48		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of call	1.1	radio		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
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622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
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622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
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622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	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
622973801990	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			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 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
622973801990			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 03:03:35 PM	21 Apr, 2025 03:07:49 PM	11 Apr, 2025 11:16:54 AM	0:03:25		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
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621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
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621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		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	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			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		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		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	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
621942420813			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 04:01:25 AM	21 Apr, 2025 03:09:24 PM	01 Apr, 2025 09:19:08 PM	0:02:50		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal

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622974948182	[redacted]		CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			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		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974948182			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 02:31:18 PM	21 Apr, 2025 03:25:38 PM	21 Apr, 2025 02:27:41 PM	0:02:21		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	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
622974725808	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			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 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974725808			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 03:24:21 PM	21 Apr, 2025 03:28:08 PM	18 Apr, 2025 11:09:56 AM	0:03:44		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
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622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
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622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		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
622974571216	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			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 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974571216			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 03:42:16 PM	21 Apr, 2025 03:47:55 PM	17 Apr, 2025 12:24:12 PM	0:02:28		Internal
622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
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622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
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622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
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622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
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622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
622974937486			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 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
622974937486			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 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
622974937486			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 02:31:27 PM	21 Apr, 2025 04:00:00 PM	21 Apr, 2025 02:20:04 PM	0:03:12		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		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
621943062937	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			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 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			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 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			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 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
621943062937			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 12:30:45 PM	21 Apr, 2025 04:16:14 PM	07 Apr, 2025 12:04:36 PM	0:04:16		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			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		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
622974146785			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 06:30:55 PM	21 Apr, 2025 04:26:16 PM	14 Apr, 2025 06:24:05 PM	0:02:15		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 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
621943481319	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			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 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			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 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			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 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
621943481319			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 08:00:35 AM	21 Apr, 2025 04:38:52 PM	09 Apr, 2025 02:06:03 PM	0:02:34		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		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
622974965384	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			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		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
622974965384			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 04:40:47 PM	21 Apr, 2025 04:50:21 PM	21 Apr, 2025 03:37:12 PM	0:04:38		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			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 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			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 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			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 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			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 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
621942647355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 04:01:34 PM	21 Apr, 2025 05:50:46 PM	03 Apr, 2025 01:12:35 PM	0:02:33		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 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
622974929671	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
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622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			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 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974929671			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 02:31:17 PM	21 Apr, 2025 06:22:37 PM	21 Apr, 2025 01:48:05 PM	0:08:05		Internal
622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
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622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
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622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
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622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
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622974784391	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
622974784391			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 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
622974784391			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 06:34:18 PM	21 Apr, 2025 06:40:50 PM	18 Apr, 2025 03:57:28 PM	0:03:15		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			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 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			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 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			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 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
621942579462			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 10:32:08 PM	21 Apr, 2025 06:52:50 PM	02 Apr, 2025 07:41:51 PM	0:06:17		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 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
622974359403	[redacted]		CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			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 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974359403			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 06:50:17 PM	21 Apr, 2025 07:05:42 PM	15 Apr, 2025 08:32:44 PM	0:05:55		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			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		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974918150			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 02:31:23 PM	21 Apr, 2025 07:25:12 PM	21 Apr, 2025 12:55:44 PM	0:08:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		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
622974457408	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			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 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			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 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974457408			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 01:15:44 PM	21 Apr, 2025 07:27:52 PM	16 Apr, 2025 04:17:39 PM	0:07:48		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			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 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
622974939903			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 02:31:24 PM	21 Apr, 2025 07:39:37 PM	21 Apr, 2025 02:17:02 PM	0:02:34		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 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
621942672383	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			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 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			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 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			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 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
621942672383			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 04:01:30 PM	21 Apr, 2025 07:55:39 PM	03 Apr, 2025 02:46:20 PM	0:03:38		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			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 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		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
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
622974164595			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Apr, 2025 05:00:58 PM	21 Apr, 2025 08:01:56 PM	14 Apr, 2025 07:16:20 PM	0:04:09		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		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	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		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	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			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 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		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	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942786545			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 06:01:23 AM	21 Apr, 2025 08:02:43 PM	03 Apr, 2025 08:16:40 PM	0:04:49		Internal
621942480388			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 02:01:28 PM	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 02:01:28 PM	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			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	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 02:01:28 PM	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 02:01:28 PM	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 02:01:28 PM	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 02:01:28 PM	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 02:01:28 PM	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 02:01:28 PM	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 02:01:28 PM	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Apr, 2025 02:01:28 PM	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			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	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			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	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			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	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 02:01:28 PM	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			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	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			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	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			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	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 02:01:28 PM	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			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	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			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	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 02:01:28 PM	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			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	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			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	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			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	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 PM	0:02:53		Internal
621942480388			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	21 Apr, 2025 08:06:33 PM	02 Apr, 2025 02:19:55 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
621943204110	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		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	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		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	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			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		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		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	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
621943204110			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 03:00:35 AM	21 Apr, 2025 08:37:32 PM	07 Apr, 2025 07:33:32 PM	0:03:36		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			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 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			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 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			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 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
622973594647			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 04:00:42 PM	21 Apr, 2025 08:42:41 PM	09 Apr, 2025 08:28:51 PM	0:07:51		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 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
621943496435	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
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621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
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621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			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 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			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 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
621943496435			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Apr, 2025 04:00:49 AM	21 Apr, 2025 08:48:38 PM	09 Apr, 2025 02:49:42 PM	0:04:31		Internal
622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
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622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
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622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 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
622973562255	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			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 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			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 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			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 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
622973562255			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 12:00:41 PM	21 Apr, 2025 09:27:02 PM	09 Apr, 2025 06:37:46 PM	0:02:23		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
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621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
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621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			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 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			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 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			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 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
621943222591			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 11:00:31 AM	21 Apr, 2025 09:29:40 PM	07 Apr, 2025 08:22:24 PM	0:05:02		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 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
622974933769	[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 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			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 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
622974933769			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 02:31:21 PM	21 Apr, 2025 09:35:25 PM	21 Apr, 2025 01:36:24 PM	0:03:31		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - 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	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - 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	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			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		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
621943155236			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 11:00:26 AM	21 Apr, 2025 09:44:07 PM	07 Apr, 2025 05:14:54 PM	0:05:06		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		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
622974355323	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			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		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974355323			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Apr, 2025 05:00:49 AM	21 Apr, 2025 09:51:22 PM	15 Apr, 2025 08:15:34 PM	0:04:19		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			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 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622974891295			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 04:12:57 PM	21 Apr, 2025 10:18:42 PM	20 Apr, 2025 07:53:54 AM	0:02:40		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		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
622973781116	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			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 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			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 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			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 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622973781116			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 12:00:45 AM	21 Apr, 2025 11:06:32 PM	10 Apr, 2025 09:29:56 PM	0:09:44		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
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622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
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622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
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622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			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		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622974532399			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 11:18:51 AM	22 Apr, 2025 11:40:24 AM	16 Apr, 2025 08:46:19 PM	0:04:24		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		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
622975058385	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			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	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622975058385			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	22 Apr, 2025 11:49:00 AM	22 Apr, 2025 12:15:30 PM	21 Apr, 2025 09:15:44 PM	0:03:29		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
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622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
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622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			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	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974937425			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	21 Apr, 2025 06:31:17 PM	22 Apr, 2025 12:43:01 PM	21 Apr, 2025 02:11:08 PM	0:05:46		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 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
622974831581	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			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		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974831581			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 12:49:04 PM	22 Apr, 2025 12:52:16 PM	18 Apr, 2025 07:28:59 PM	0:03:30		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
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622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
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622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 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
622974922132	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			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		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974922132			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 02:31:23 PM	22 Apr, 2025 01:00:39 PM	21 Apr, 2025 01:18:45 PM	0:05:36		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			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		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622974965209			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 12:26:16 PM	22 Apr, 2025 01:06:50 PM	21 Apr, 2025 03:38:29 PM	0:05:45		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 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
622975033407	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			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		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622975033407			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 02:20:54 PM	22 Apr, 2025 02:27:48 PM	21 Apr, 2025 07:30:53 PM	0:02:43		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 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
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			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		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974960730			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 02:38:44 PM	22 Apr, 2025 02:48:33 PM	21 Apr, 2025 03:22:11 PM	0:04:02		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			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 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622974466377			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 10:00:59 AM	22 Apr, 2025 03:14:21 PM	16 Apr, 2025 04:40:21 PM	0:07:38		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 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
622975007828	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			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		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975007828			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 12:01:23 AM	22 Apr, 2025 03:52:22 PM	21 Apr, 2025 06:22:18 PM	0:05:57		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 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
622975070222	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			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		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975070222			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 04:27:09 PM	22 Apr, 2025 04:31:15 PM	21 Apr, 2025 10:51:59 PM	0:03:17		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			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		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622975146518			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 04:36:15 PM	22 Apr, 2025 04:58:31 PM	22 Apr, 2025 03:59:21 PM	0:04:35		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	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
622973996671	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			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		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622973996671			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 05:04:17 PM	22 Apr, 2025 05:15:53 PM	13 Apr, 2025 01:23:31 AM	0:02:49		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 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
622975152677	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			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		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975152677			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 05:08:15 PM	22 Apr, 2025 05:27:38 PM	22 Apr, 2025 04:18:18 PM	0:04:10		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			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		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622975073496			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 08:01:22 AM	22 Apr, 2025 05:44:13 PM	22 Apr, 2025 12:49:29 AM	0:03:45		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 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
622974139384	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			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 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
622974139384			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 06:30:59 PM	22 Apr, 2025 05:45:48 PM	14 Apr, 2025 06:03:32 PM	0:03:46		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
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621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
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621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			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 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			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 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			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 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 PM	0:03:31		Internal
621942283981			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 08:01:20 AM	22 Apr, 2025 06:03:27 PM	01 Apr, 2025 02:21:49 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
622974937715	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
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622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
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622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
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622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
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622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974937715			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 02:31:24 PM	22 Apr, 2025 06:20:08 PM	21 Apr, 2025 02:11:57 PM	0:02:02		Internal
622974997674			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
622974997674			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
622974997674			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
622974997674			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
622974997674			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
622974997674			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
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622974997674			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
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622974997674			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
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622974997674			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
622974997674			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
622974997674			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
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622974997674			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
622974997674			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
622974997674			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
622974997674			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		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
622974997674			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
622974997674			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
622974997674			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 02:04:47 PM	22 Apr, 2025 07:04:28 PM	21 Apr, 2025 05:36:51 PM	0:02:18		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			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		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975030537			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 07:27:58 PM	22 Apr, 2025 07:38:44 PM	21 Apr, 2025 07:39:26 PM	0:04:50		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		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
622975193528	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			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		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622975193528			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 07:42:43 PM	22 Apr, 2025 08:00:15 PM	22 Apr, 2025 06:43:58 PM	0:05:06		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			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		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
622973758869			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 08:00:48 PM	22 Apr, 2025 08:18:06 PM	10 Apr, 2025 07:49:34 PM	0:03:37		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		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
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			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 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			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 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			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 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621943211781			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 11:00:31 AM	22 Apr, 2025 08:34:36 PM	07 Apr, 2025 07:55:49 PM	0:04:24		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
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621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 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
621942680550	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			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 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			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 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			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 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
621942680550			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 10:01:31 PM	22 Apr, 2025 08:56:35 PM	03 Apr, 2025 02:48:58 PM	0:04:02		Internal
622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
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622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
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622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
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622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
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622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
622975238003			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		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
622975238003			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 11:47:53 AM	22 Apr, 2025 09:39:36 PM	0:02:39		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
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622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
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622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal

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622975112413	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			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		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975112413			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Apr, 2025 12:09:18 PM	23 Apr, 2025 12:28:11 PM	22 Apr, 2025 02:04:56 PM	0:05:05		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			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		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622975210441			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Apr, 2025 04:31:11 AM	23 Apr, 2025 12:29:26 PM	22 Apr, 2025 07:41:51 PM	0:08:14		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	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
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			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 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974890126			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Apr, 2025 05:31:03 AM	23 Apr, 2025 12:53:24 PM	20 Apr, 2025 04:34:11 AM	0:05:19		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			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 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974918150			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 02:31:21 PM	23 Apr, 2025 01:04:01 PM	21 Apr, 2025 12:46:15 PM	0:09:18		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			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 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974042483			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 02:30:47 PM	23 Apr, 2025 01:18:37 PM	14 Apr, 2025 01:42:37 PM	0:03:24		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 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
622974919209	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			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		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622974919209			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 02:31:19 PM	23 Apr, 2025 01:46:32 PM	21 Apr, 2025 12:59:54 PM	0:03:57		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
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622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 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
622975061161	[redacted]		CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			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		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975061161			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Apr, 2025 04:31:10 AM	23 Apr, 2025 02:09:37 PM	21 Apr, 2025 09:23:56 PM	0:02:07		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			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		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975218132			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Apr, 2025 02:12:45 PM	23 Apr, 2025 02:16:25 PM	22 Apr, 2025 08:08:42 PM	0:03:54		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 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
622975155105	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			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		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975155105			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Apr, 2025 04:31:12 AM	23 Apr, 2025 03:33:20 PM	22 Apr, 2025 04:26:18 PM	0:04:31		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			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		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		Internal
622975135616			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Apr, 2025 03:29:49 PM	23 Apr, 2025 03:54:02 PM	22 Apr, 2025 03:28:28 PM	0:04:21		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
621943419214	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			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		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
621943419214			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 11:00:40 PM	23 Apr, 2025 04:01:01 PM	08 Apr, 2025 08:57:51 PM	0:05:30		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		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
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			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		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622975179434			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Apr, 2025 04:11:03 PM	23 Apr, 2025 04:33:01 PM	22 Apr, 2025 05:51:33 PM	0:06:28		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			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		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622973665567			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Apr, 2025 01:30:32 PM	23 Apr, 2025 04:35:00 PM	10 Apr, 2025 02:25:28 PM	0:06:03		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		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
622974902047	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			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 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622974902047			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Apr, 2025 05:03:24 PM	23 Apr, 2025 05:07:20 PM	20 Apr, 2025 07:31:23 PM	0:04:19		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 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
622975132595	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			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		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975132595			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Apr, 2025 05:16:34 PM	23 Apr, 2025 05:20:54 PM	22 Apr, 2025 03:18:17 PM	0:04:20		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 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
622975276948	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			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		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Apr, 2025 06:36:46 PM	23 Apr, 2025 06:54:37 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			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		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		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
622975357650	[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]	23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
622975357650			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Apr, 2025 07:08:50 PM	23 Apr, 2025 07:23:26 PM	23 Apr, 2025 06:19:12 PM	0:08:43		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
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621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
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621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		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	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		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	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			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 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		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	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
621943421042			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Apr, 2025 08:00:49 AM	23 Apr, 2025 07:54:54 PM	08 Apr, 2025 09:07:41 PM	0:04:17		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		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
622974393007	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			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 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622974393007			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 10:01:06 PM	23 Apr, 2025 08:44:38 PM	16 Apr, 2025 11:47:40 AM	0:05:18		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
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622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			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 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622975411869			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 11:52:46 AM	24 Apr, 2025 11:56:21 AM	23 Apr, 2025 11:22:38 PM	0:03:51		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 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
622974194359	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			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		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622974194359			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 08:00:49 AM	24 Apr, 2025 12:29:52 PM	14 Apr, 2025 08:57:46 PM	0:02:53		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		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
622975398360	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			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 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975398360			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 01:10:12 PM	24 Apr, 2025 01:33:16 PM	23 Apr, 2025 09:02:28 PM	0:05:46		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			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 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975378571			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 01:44:03 PM	23 Apr, 2025 07:40:45 PM	0:04:35		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		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
622975192022	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			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		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975192022			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 03:01:49 AM	24 Apr, 2025 02:05:05 PM	22 Apr, 2025 07:11:27 PM	0:09:51		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			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 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622975327904			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 11:01:48 AM	24 Apr, 2025 02:22:44 PM	23 Apr, 2025 04:28:44 PM	0:03:22		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		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
622974041737	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			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 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974041737			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 02:30:47 PM	24 Apr, 2025 02:28:19 PM	14 Apr, 2025 01:38:13 PM	0:08:25		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			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		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974194643			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 08:01:02 PM	24 Apr, 2025 02:31:18 PM	14 Apr, 2025 08:59:39 PM	0:03:23		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 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
622974358347	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			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		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622974358347			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 02:00:57 AM	24 Apr, 2025 02:41:21 PM	15 Apr, 2025 08:28:09 PM	0:02:31		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 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
622975395186	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			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		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975395186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 03:10:15 PM	24 Apr, 2025 03:15:28 PM	23 Apr, 2025 08:52:30 PM	0:03:13		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 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
622975386680	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			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 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622975386680			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 03:21:38 PM	24 Apr, 2025 03:54:07 PM	23 Apr, 2025 08:14:26 PM	0:05:23		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			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		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
622974219989			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 10:01:01 AM	24 Apr, 2025 03:57:23 PM	15 Apr, 2025 11:01:11 AM	0:04:57		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
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621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal

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621942722556	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
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621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			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 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
621942722556			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 04:17:17 PM	24 Apr, 2025 04:28:21 PM	03 Apr, 2025 05:01:54 PM	0:04:14		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		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
622975343638	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			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 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622975343638			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 04:50:38 PM	24 Apr, 2025 04:57:25 PM	23 Apr, 2025 05:27:28 PM	0:02:28		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			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		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
622974199714			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Apr, 2025 09:00:54 AM	24 Apr, 2025 05:09:10 PM	14 Apr, 2025 09:25:26 PM	0:05:04		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 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
621942254428	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			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 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
621942254428			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 04:55:28 PM	24 Apr, 2025 05:09:39 PM	01 Apr, 2025 12:26:37 PM	0:04:25		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 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
622974808343	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			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		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622974808343			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 05:20:15 PM	24 Apr, 2025 05:25:00 PM	18 Apr, 2025 05:45:43 PM	0:02:47		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			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 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622975396349			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 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
622975396349	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	24 Apr, 2025 05:38:40 PM	24 Apr, 2025 05:46:28 PM	23 Apr, 2025 08:54:08 PM	0:02:55		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			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		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622974645061			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 10:01:05 PM	24 Apr, 2025 05:52:03 PM	17 Apr, 2025 05:09:26 PM	0:06:57		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 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
622975484742	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			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 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975484742			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 05:17:10 PM	24 Apr, 2025 05:52:59 PM	24 Apr, 2025 04:07:18 PM	0:05:23		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			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 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975432019			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 06:06:37 PM	24 Apr, 2025 07:21:45 PM	24 Apr, 2025 12:59:38 PM	0:05:10		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 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
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			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 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			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 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622975329344			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 03:01:55 AM	24 Apr, 2025 07:23:23 PM	23 Apr, 2025 04:40:49 PM	0:06:09		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
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622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		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	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		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	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			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		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal

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622973764117	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		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	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973764117			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 04:00:35 AM	24 Apr, 2025 09:42:38 PM	10 Apr, 2025 08:24:58 PM	0:07:11		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			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 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			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 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			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 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622973694756			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 08:00:48 PM	24 Apr, 2025 09:47:35 PM	10 Apr, 2025 03:51:00 PM	0:02:48		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 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
622974915060	[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]	21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974915060			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 02:31:24 PM	24 Apr, 2025 09:54:01 PM	21 Apr, 2025 12:02:38 PM	0:04:42		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			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 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974751184			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Apr, 2025 12:01:04 AM	24 Apr, 2025 10:46:04 PM	18 Apr, 2025 01:51:17 PM	0:08:14		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 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
622974931634	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			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 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
622974931634			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 11:45:20 AM	25 Apr, 2025 11:50:04 AM	21 Apr, 2025 01:29:25 PM	0:02:10		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
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623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
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623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 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
623893559911	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
623893559911			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 11:39:18 AM	25 Apr, 2025 12:01:26 PM	24 Apr, 2025 08:58:08 PM	0:06:40		Internal
622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
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622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
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622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
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622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
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622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
622974732969			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 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
622974732969			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 12:07:00 PM	25 Apr, 2025 12:11:17 PM	18 Apr, 2025 12:30:12 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal

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622975085403	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
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622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
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622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			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 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622975085403			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 01:04:54 PM	25 Apr, 2025 01:09:54 PM	22 Apr, 2025 12:31:09 PM	0:03:22		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			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		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
622974202146			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Apr, 2025 05:01:01 PM	25 Apr, 2025 01:21:12 PM	14 Apr, 2025 10:05:53 PM	0:05:11		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	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
621942821069	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			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 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			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 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			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 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942821069			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 10:01:20 AM	25 Apr, 2025 01:21:21 PM	04 Apr, 2025 01:50:57 AM	0:02:30		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	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
621942667566	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			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 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			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 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			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 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		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	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
621942667566			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 10:01:28 PM	25 Apr, 2025 01:35:16 PM	03 Apr, 2025 02:17:42 PM	0:03:59		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			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 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622974759810			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 01:31:58 PM	25 Apr, 2025 01:38:47 PM	18 Apr, 2025 02:22:38 PM	0:03:56		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		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
622975437624	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			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	25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975437624			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	25 Apr, 2025 03:00:53 AM	25 Apr, 2025 01:48:33 PM	24 Apr, 2025 01:38:07 PM	0:05:07		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			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	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
622975418936			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	25 Apr, 2025 11:00:52 AM	25 Apr, 2025 01:57:05 PM	24 Apr, 2025 08:46:27 AM	0:02:25		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 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
623893609117	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			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 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893609117			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 03:17:01 PM	25 Apr, 2025 03:33:07 PM	25 Apr, 2025 01:50:43 PM	0:02:10		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			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 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
623893632924			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 03:45:17 PM	25 Apr, 2025 04:05:06 PM	25 Apr, 2025 03:17:39 PM	0:04:45		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 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
622974302156	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			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 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
622974302156			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 04:21:57 PM	25 Apr, 2025 04:27:06 PM	15 Apr, 2025 05:06:43 PM	0:03:12		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 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
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			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 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			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 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			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 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
597058622474			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Mar, 2025 02:31:28 AM	25 Apr, 2025 04:44:38 PM	19 Mar, 2025 05:14:27 PM	0:04:54		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			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 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975324845			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 03:01:00 PM	25 Apr, 2025 04:52:38 PM	23 Apr, 2025 04:16:51 PM	0:02:11		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		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
622975441512	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			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 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
622975441512			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 03:02:03 PM	25 Apr, 2025 05:04:48 PM	24 Apr, 2025 01:36:06 PM	0:03:36		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 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
623893555111	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			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 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 04:54:34 PM	25 Apr, 2025 05:22:19 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			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 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893652587			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 05:14:01 PM	25 Apr, 2025 05:26:16 PM	25 Apr, 2025 04:37:38 PM	0:06:02		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 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
623893663189	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			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 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
623893663189			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 05:54:56 PM	25 Apr, 2025 06:00:57 PM	25 Apr, 2025 05:05:48 PM	0:02:43		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		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
622975542258	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			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	25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622975542258			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	25 Apr, 2025 06:20:46 PM	25 Apr, 2025 06:31:53 PM	24 Apr, 2025 07:52:03 PM	0:06:26		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
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622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
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622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 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
622974829396	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			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 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622974829396			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 06:29:20 PM	25 Apr, 2025 06:38:43 PM	18 Apr, 2025 07:18:54 PM	0:03:09		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			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		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
622975139993			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Apr, 2025 04:33:20 PM	26 Apr, 2025 10:11:53 AM	22 Apr, 2025 03:41:43 PM	0:08:39		Internal
621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
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621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
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621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
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621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			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 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			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 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			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 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
621943382545			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 07:00:33 PM	26 Apr, 2025 10:17:27 AM	08 Apr, 2025 06:35:22 PM	0:05:00		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 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
622975501476	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
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622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			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 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975501476			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 07:00:53 AM	26 Apr, 2025 10:21:47 AM	24 Apr, 2025 05:06:52 PM	0:02:21		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			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 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
622975290187			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 11:01:50 AM	26 Apr, 2025 10:28:53 AM	23 Apr, 2025 02:09:58 PM	0:05:25		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 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
623893736153	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			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		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893736153			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Apr, 2025 10:10:18 PM	26 Apr, 2025 10:26:40 PM	25 Apr, 2025 09:50:37 PM	0:05:19		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 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
623893600023	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			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		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893600023			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Apr, 2025 11:04:07 PM	26 Apr, 2025 11:20:23 PM	25 Apr, 2025 01:28:31 PM	0:07:54		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			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		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
623893717547			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Apr, 2025 11:35:34 PM	27 Apr, 2025 12:01:32 AM	25 Apr, 2025 08:28:17 PM	0:06:38		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 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
622975543261	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			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 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
622975543261			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Apr, 2025 12:43:31 AM	27 Apr, 2025 01:00:46 AM	24 Apr, 2025 07:56:58 PM	0:04:07		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 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
623893585835	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			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 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
623893585835			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Apr, 2025 01:10:19 AM	27 Apr, 2025 01:20:04 AM	25 Apr, 2025 12:07:39 PM	0:04:35		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			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 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975464317			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Apr, 2025 01:24:54 AM	27 Apr, 2025 01:51:55 AM	24 Apr, 2025 02:53:48 PM	0:02:45		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 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
622975042227	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			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		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
622975042227			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 10:31:06 PM	27 Apr, 2025 02:58:53 PM	21 Apr, 2025 08:12:19 PM	0:03:58		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 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
621942581001	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			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 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942581001			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Apr, 2025 03:09:14 PM	27 Apr, 2025 03:32:08 PM	02 Apr, 2025 07:31:14 PM	0:03:15		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			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 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
621942274376			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Apr, 2025 04:47:17 PM	27 Apr, 2025 05:24:27 PM	01 Apr, 2025 01:54:09 PM	0:04:19		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 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
622975402293	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			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 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
622975402293			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Apr, 2025 05:42:55 PM	27 Apr, 2025 05:50:42 PM	23 Apr, 2025 09:22:01 PM	0:04:39		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		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
623893637461	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			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 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
623893637461			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 12:47:49 AM	28 Apr, 2025 01:00:48 AM	25 Apr, 2025 03:35:21 PM	0:06:56		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			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		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942253303			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 02:45:14 AM	28 Apr, 2025 03:02:47 AM	01 Apr, 2025 12:07:45 PM	0:04:00		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		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
621942406212	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			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		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
621942406212			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 03:18:24 AM	28 Apr, 2025 03:25:26 AM	01 Apr, 2025 08:16:36 PM	0:04:47		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 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
622975376145	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			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 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
622975376145			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 03:31:24 AM	28 Apr, 2025 03:36:58 AM	23 Apr, 2025 07:31:35 PM	0:02:11		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
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623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			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		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893725123			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 03:51:56 AM	28 Apr, 2025 03:58:59 AM	25 Apr, 2025 08:48:47 PM	0:03:30		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal

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623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
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623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			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 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893671661			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 11:31:16 AM	28 Apr, 2025 11:44:55 AM	25 Apr, 2025 05:41:44 PM	0:03:11		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
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623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
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623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
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623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 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
623893726589	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			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 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893726589			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 12:09:33 PM	28 Apr, 2025 12:17:06 PM	25 Apr, 2025 08:57:22 PM	0:05:05		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			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 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
623893680127			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 12:31:50 PM	28 Apr, 2025 12:42:58 PM	25 Apr, 2025 06:24:22 PM	0:06:40		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 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
622974582063	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			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 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
622974582063			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Apr, 2025 06:01:09 PM	28 Apr, 2025 12:59:58 PM	17 Apr, 2025 01:25:50 PM	0:02:52		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			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 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893812454			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		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
623893812454	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	28 Apr, 2025 12:57:29 PM	28 Apr, 2025 01:13:29 PM	28 Apr, 2025 12:28:33 PM	0:06:34		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			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 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
623893810082			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 01:24:19 PM	28 Apr, 2025 01:32:02 PM	28 Apr, 2025 12:10:59 PM	0:06:55		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 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
622974400396	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			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		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974400396			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 02:01:06 PM	28 Apr, 2025 01:34:05 PM	16 Apr, 2025 12:42:16 PM	0:02:43		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			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		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
622974915377			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 02:31:23 PM	28 Apr, 2025 01:43:05 PM	21 Apr, 2025 12:10:06 PM	0:02:16		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 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
623893733366	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			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 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
623893733366			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 01:44:04 PM	28 Apr, 2025 01:51:08 PM	25 Apr, 2025 09:31:15 PM	0:03:05		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			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 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974355299			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 10:01:02 AM	28 Apr, 2025 01:58:18 PM	15 Apr, 2025 08:15:51 PM	0:02:38		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		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
622974271659	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			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 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
622974271659			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Apr, 2025 01:00:55 AM	28 Apr, 2025 01:59:56 PM	15 Apr, 2025 03:14:21 PM	0:07:56		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal

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623893653564	[redacted]		TE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			TE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			TE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			TE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			TE_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 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			TE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			TE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893653564			TE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 02:17:18 PM	28 Apr, 2025 02:26:03 PM	25 Apr, 2025 04:38:53 PM	0:05:38		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_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 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
623893816019			TE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 01:33:12 PM	28 Apr, 2025 02:26:04 PM	28 Apr, 2025 12:49:42 PM	0:03:52		Internal
622975122343			TE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			TE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			TE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			TE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			TE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			TE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			TE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			TE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			TE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 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
622975122343	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			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		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
622975122343			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Apr, 2025 12:32:51 PM	28 Apr, 2025 02:31:04 PM	22 Apr, 2025 02:47:23 PM	0:08:20		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			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 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893722651			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 11:00:58 PM	28 Apr, 2025 02:37:14 PM	25 Apr, 2025 08:39:17 PM	0:02:52		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	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
623893776931	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			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 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
623893776931			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Apr, 2025 06:32:13 AM	28 Apr, 2025 02:43:51 PM	27 Apr, 2025 04:19:28 AM	0:02:06		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
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597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			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 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			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 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 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
597059261237	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			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 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
597059261237			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 10:31:47 AM	28 Apr, 2025 02:59:01 PM	24 Mar, 2025 09:21:20 PM	0:06:38		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			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 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974378563			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 02:59:04 PM	28 Apr, 2025 03:17:59 PM	15 Apr, 2025 10:05:58 PM	0:04:28		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 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
622974374368	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			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		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
622974374368			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 03:25:44 PM	28 Apr, 2025 03:31:54 PM	15 Apr, 2025 09:39:55 PM	0:04:39		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			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		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
621942116690			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 10:31:54 AM	28 Apr, 2025 03:45:35 PM	31 Mar, 2025 04:55:09 PM	0:06:10		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 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
623893659991	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			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 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893659991			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 03:43:56 PM	28 Apr, 2025 03:50:17 PM	25 Apr, 2025 04:56:54 PM	0:03:09		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 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
623893663615	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			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 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
623893663615			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 04:02:03 PM	28 Apr, 2025 04:06:29 PM	25 Apr, 2025 05:09:26 PM	0:03:00		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 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
622973870642	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			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 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
622973870642			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 04:01:21 PM	28 Apr, 2025 04:10:54 PM	11 Apr, 2025 04:17:38 PM	0:04:50		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			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 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893820300			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:15:24 PM	28 Apr, 2025 01:08:15 PM	0:06:11		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		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
623893817617	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			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 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893817617			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 01:33:16 PM	28 Apr, 2025 04:22:31 PM	28 Apr, 2025 12:55:31 PM	0:06:42		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
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623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
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623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
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623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			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 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 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
623893830071	[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]	28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
623893830071			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 04:17:59 PM	28 Apr, 2025 04:29:40 PM	28 Apr, 2025 01:45:09 PM	0:03:55		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			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 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
622973761719			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Apr, 2025 09:30:32 AM	28 Apr, 2025 04:39:20 PM	10 Apr, 2025 08:10:35 PM	0:07:35		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		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
623893811381	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			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		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
623893811381			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 04:56:04 PM	28 Apr, 2025 12:09:16 PM	0:05:41		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			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		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974782729			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 05:07:11 PM	28 Apr, 2025 05:15:57 PM	18 Apr, 2025 03:51:07 PM	0:04:21		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 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
622974594388	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			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 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
622974594388			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 05:19:41 PM	28 Apr, 2025 05:22:12 PM	17 Apr, 2025 02:12:34 PM	0:02:11		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 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
623893585696	[redacted]		CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			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 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893585696			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 05:31:19 PM	28 Apr, 2025 05:35:21 PM	25 Apr, 2025 12:04:24 PM	0:02:38		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			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 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893721392			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Apr, 2025 09:02:32 AM	28 Apr, 2025 05:37:46 PM	25 Apr, 2025 08:34:07 PM	0:08:23		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal

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623893716116	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			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 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
623893716116			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 05:34:06 PM	28 Apr, 2025 05:53:40 PM	25 Apr, 2025 08:26:56 PM	0:04:06		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			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 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
622975534282			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 09:02:32 AM	28 Apr, 2025 06:36:57 PM	24 Apr, 2025 07:19:15 PM	0:03:56		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		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
623893905723	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			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 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
623893905723			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 06:22:37 PM	28 Apr, 2025 06:46:26 PM	28 Apr, 2025 05:15:41 PM	0:03:34		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		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
622974028262	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			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		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
622974028262			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 02:30:49 PM	28 Apr, 2025 06:49:14 PM	14 Apr, 2025 12:06:28 PM	0:06:43		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			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 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893692526			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 06:47:01 PM	28 Apr, 2025 06:51:25 PM	25 Apr, 2025 07:13:55 PM	0:02:54		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	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
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			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		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893777445			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Apr, 2025 06:32:12 AM	28 Apr, 2025 06:58:02 PM	27 Apr, 2025 05:44:45 AM	0:03:09		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			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 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
623893676400			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 07:08:57 PM	28 Apr, 2025 07:11:39 PM	25 Apr, 2025 05:58:53 PM	0:03:36		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 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
622974039625	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			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 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
622974039625			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:25:43 PM	14 Apr, 2025 01:30:02 PM	0:04:11		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 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
623893645658	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			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 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
623893645658			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 07:13:43 PM	28 Apr, 2025 07:26:02 PM	25 Apr, 2025 04:01:57 PM	0:03:40		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			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 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974061854			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 02:30:50 PM	28 Apr, 2025 07:31:27 PM	14 Apr, 2025 02:23:25 PM	0:04:06		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		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
622974045849	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
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622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			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 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974045849			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Apr, 2025 02:30:51 PM	28 Apr, 2025 07:34:54 PM	14 Apr, 2025 01:50:43 PM	0:02:05		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			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		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974136138			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 04:00:51 AM	28 Apr, 2025 07:42:46 PM	14 Apr, 2025 05:48:34 PM	0:05:32		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		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
622974041320	[redacted]		CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			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		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
622974041320			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 12:00:56 PM	28 Apr, 2025 07:52:25 PM	14 Apr, 2025 01:03:39 PM	0:08:37		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			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 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893812294			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 01:33:14 PM	28 Apr, 2025 08:27:08 PM	28 Apr, 2025 12:28:40 PM	0:05:28		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 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
623893829899	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			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 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
623893829899			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 01:33:15 PM	28 Apr, 2025 08:50:05 PM	28 Apr, 2025 01:23:26 PM	0:02:35		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 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
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			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		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
621943109404			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				08 Apr, 2025 03:00:34 AM	28 Apr, 2025 08:55:17 PM	07 Apr, 2025 03:38:16 PM	0:06:39		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			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		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974224705			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Apr, 2025 08:01:01 PM	28 Apr, 2025 09:29:08 PM	15 Apr, 2025 12:25:06 PM	0:03:10		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
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622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		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
622974453836	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			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 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974453836			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 02:00:59 AM	28 Apr, 2025 09:45:34 PM	16 Apr, 2025 03:53:56 PM	0:08:36		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			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		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974480988			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 06:00:56 AM	28 Apr, 2025 09:50:00 PM	16 Apr, 2025 05:33:09 PM	0:04:58		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		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
622974713447	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			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 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622974713447			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Apr, 2025 02:01:04 PM	28 Apr, 2025 10:10:27 PM	17 Apr, 2025 10:03:25 PM	0:07:27		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			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 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622975514941			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 07:01:03 PM	28 Apr, 2025 10:19:23 PM	24 Apr, 2025 06:00:02 PM	0:02:42		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 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
622973767509	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			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		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
622973767509			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 08:00:47 PM	29 Apr, 2025 12:21:26 AM	10 Apr, 2025 08:22:33 PM	0:06:12		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
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623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
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623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
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623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			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 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 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
623893786249	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893786249			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Apr, 2025 06:32:15 PM	29 Apr, 2025 12:45:17 AM	27 Apr, 2025 04:21:24 PM	0:02:40		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
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623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
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623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			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 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
623893759683			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Apr, 2025 05:02:38 PM	29 Apr, 2025 10:00:56 AM	26 Apr, 2025 04:05:35 PM	0:03:41		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Contact Information	Enter the related account number as applicable	1.3	text		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
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621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Courtesy	Comments on Courtesy	2.4	textarea		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
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621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
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621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 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
621943323809	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form X	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943323809			CTE_Res_Outage		Windsor - Quality Evolution Form X	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 11:18:25 AM	29 Apr, 2025 11:28:17 AM	08 Apr, 2025 03:18:40 PM	0:03:04		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
621943385573			CTE_Police_Fire		Windsor - Quality Evolution Form X	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 07:37:35 PM	29 Apr, 2025 11:48:27 AM	08 Apr, 2025 06:46:21 PM	0:05:30		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Contact Information	Enter the related account number as applicable	1.3	text		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Courtesy	Comments on Courtesy	2.4	textarea		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Concern	For concern, employee should improve	3.3	checkbox		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 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
623893909027	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
623893909027			CTE_Res_Moving		Windsor - Quality Evolution Form X	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 09:32:19 AM	29 Apr, 2025 12:14:38 PM	28 Apr, 2025 05:24:15 PM	0:07:02		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Contact Information	Select type of call	1.1	radio		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Contact Information	Select the type of inquiry	1.2	radio		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Contact Information	Enter the related account number as applicable	1.3	text		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Courtesy	Comments on Courtesy	2.4	textarea		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Concern	Rate the service experience of concern	3.1	radio		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Concern	For concern, employee should continue	3.2	checkbox		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Concern	For concern, employee should improve	3.3	checkbox		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Concern	Comments on Concern	3.4	textarea		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	FCR	If CSR Error, please explain	6.3	textarea		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622975207983			CTE_Res_Moving		Windsor - Quality Evolution Form X	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Apr, 2025 12:31:32 AM	29 Apr, 2025 12:33:11 PM	22 Apr, 2025 07:33:40 PM	0:02:22		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		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
622974320047	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			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 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
622974320047			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 12:59:43 PM	29 Apr, 2025 01:28:23 PM	15 Apr, 2025 06:07:54 PM	0:04:58		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			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		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
623893569186			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 01:43:07 PM	29 Apr, 2025 01:46:53 PM	24 Apr, 2025 09:53:20 PM	0:01:34		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Contact Information	Enter the related account number as applicable	1.3	text		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		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
621942541132	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form X	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Concern	For concern, employee should improve	3.3	checkbox		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
621942541132			CTE_Res_Outage		Windsor - Quality Evolution Form X	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 01:10:00 PM	29 Apr, 2025 01:48:32 PM	02 Apr, 2025 05:17:34 PM	0:04:17		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
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623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
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623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal

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623893854614	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
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623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			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		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893854614			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 01:51:02 PM	29 Apr, 2025 01:53:04 PM	28 Apr, 2025 02:54:45 PM	0:02:46		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			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		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623893986888			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 02:02:05 PM	29 Apr, 2025 02:04:42 PM	28 Apr, 2025 09:49:53 PM	0:02:40		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 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
623894019452	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			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		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623894019452			CTE_Res_Moving		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 01:57:08 PM	29 Apr, 2025 02:07:30 PM	29 Apr, 2025 01:11:42 PM	0:06:31		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 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
623893618697	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			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		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893618697			CTE_Res_Moving		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 02:16:20 PM	29 Apr, 2025 02:21:47 PM	25 Apr, 2025 02:32:10 PM	0:04:36		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			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		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893932184			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 02:17:26 PM	29 Apr, 2025 02:23:45 PM	28 Apr, 2025 06:26:49 PM	0:02:12		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		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
623893983150	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			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		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893983150			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 01:55:30 PM	29 Apr, 2025 02:33:58 PM	28 Apr, 2025 09:28:59 PM	0:06:52		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		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
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			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		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893886043			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 01:32:31 PM	29 Apr, 2025 03:25:16 PM	28 Apr, 2025 04:25:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			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 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893927531			CTE_Res_Outage		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 03:29:12 PM	29 Apr, 2025 03:38:23 PM	28 Apr, 2025 06:13:43 PM	0:02:27		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 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
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			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 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
623893972887			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 05:32:19 AM	29 Apr, 2025 03:47:46 PM	28 Apr, 2025 08:42:03 PM	0:02:12		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			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 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
622974932571			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 02:31:21 PM	29 Apr, 2025 04:23:55 PM	21 Apr, 2025 01:58:08 PM	0:07:24		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 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
621942908908	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			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		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
621942908908			CTE_Police_Fire		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 04:12:18 PM	29 Apr, 2025 04:32:41 PM	04 Apr, 2025 04:51:00 PM	0:02:43		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 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
622975386421	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			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		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975386421			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 11:01:48 AM	29 Apr, 2025 04:33:22 PM	23 Apr, 2025 08:10:54 PM	0:02:46		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			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 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622975509323			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 04:39:51 PM	24 Apr, 2025 05:38:56 PM	0:03:59		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
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622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		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
622974990221	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
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622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			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		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 12:01:14 PM	29 Apr, 2025 04:52:55 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		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
622974345945	[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]	29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622974345945			CTE_Res_Billing		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 04:58:53 PM	29 Apr, 2025 05:11:02 PM	15 Apr, 2025 07:40:38 PM	0:03:43		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			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		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
622975239187			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 07:02:00 PM	29 Apr, 2025 06:05:06 PM	22 Apr, 2025 09:48:44 PM	0:02:52		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 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
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			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		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623894045469			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 07:16:39 PM	29 Apr, 2025 07:20:13 PM	29 Apr, 2025 02:44:46 PM	0:02:53		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			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 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				25 Apr, 2025 05:26:05 PM	29 Apr, 2025 08:25:06 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 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
621942043444	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Westwood Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
621942043444			CTE_Res_FT		Westwood Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Apr, 2025 08:28:53 PM	29 Apr, 2025 08:38:36 PM	31 Mar, 2025 02:15:48 PM	0:03:48		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
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623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			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 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				25 Apr, 2025 05:26:05 PM	29 Apr, 2025 09:41:12 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
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622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			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		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
622974983971			CTE_Bus_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 08:01:22 AM	29 Apr, 2025 09:49:02 PM	21 Apr, 2025 04:31:30 PM	0:02:05		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	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
623893803661	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			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 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893803661			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 09:32:45 AM	29 Apr, 2025 09:52:50 PM	28 Apr, 2025 04:08:03 AM	0:03:31		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		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
623893555111		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111		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 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111		CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111		CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:18:02 AM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		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		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894118703		CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 12:19:44 AM	30 Apr, 2025 12:43:24 AM	29 Apr, 2025 06:56:21 PM	0:06:48		Internal
623894139010		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 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
623894139010	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010			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		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894139010			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 12:47:37 AM	30 Apr, 2025 01:05:15 AM	29 Apr, 2025 08:01:45 PM	0:04:08		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		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
623894096676	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			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		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623894096676			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 01:09:09 AM	30 Apr, 2025 01:24:02 AM	29 Apr, 2025 05:33:55 PM	0:06:55		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			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		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
623893853483			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 11:54:53 AM	30 Apr, 2025 12:06:19 PM	28 Apr, 2025 02:53:03 PM	0:06:01		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		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
621942355280	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			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 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
621942355280			CTE_Res_Outage		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 12:16:26 PM	30 Apr, 2025 12:24:01 PM	01 Apr, 2025 05:35:48 PM	0:07:16		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 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
623893555111	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			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 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 12:40:30 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
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623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			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		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893700159			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 12:48:00 PM	30 Apr, 2025 01:03:07 PM	25 Apr, 2025 07:55:23 PM	0:05:06		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal

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623893555111	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			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 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893555111			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 05:26:05 PM	30 Apr, 2025 02:27:23 PM	24 Apr, 2025 08:40:15 PM	0:03:12		Internal
623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
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623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
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623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
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623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623893958955			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 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623893958955			CTE_Res_Moving		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 02:54:41 PM	30 Apr, 2025 03:05:47 PM	28 Apr, 2025 07:54:34 PM	0:05:32		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			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 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894207823			CTE_Res_Moving		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 03:15:19 PM	30 Apr, 2025 03:25:05 PM	30 Apr, 2025 01:53:27 PM	0:06:49		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 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
623894155630	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			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		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894155630			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 11:02:38 AM	30 Apr, 2025 03:27:03 PM	29 Apr, 2025 09:17:53 PM	0:03:12		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			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		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 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
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894205571			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 03:26:51 PM	30 Apr, 2025 03:29:55 PM	30 Apr, 2025 01:44:22 PM	0:03:27		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			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 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
623894233840			CTE_Res_Moving		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 03:31:56 PM	30 Apr, 2025 03:42:00 PM	30 Apr, 2025 03:15:27 PM	0:03:53		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		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
622975117793	[redacted]		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			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		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622975117793			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 03:40:52 PM	30 Apr, 2025 03:45:35 PM	22 Apr, 2025 02:32:11 PM	0:02:51		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 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
622974633653	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			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		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622974633653			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 03:50:21 PM	30 Apr, 2025 03:55:31 PM	17 Apr, 2025 04:29:13 PM	0:03:50		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
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622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
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622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 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
622975545989	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975545989			CTE_Police_Fire		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 04:09:04 PM	30 Apr, 2025 04:12:08 PM	24 Apr, 2025 08:06:17 PM	0:02:34		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			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		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622975332762			CTE_Police_Fire		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 04:24:06 PM	30 Apr, 2025 04:44:21 PM	23 Apr, 2025 04:43:51 PM	0:05:24		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 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
622974428133	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			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 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974428133			CTE_Res_Billing		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 05:02:59 PM	30 Apr, 2025 05:05:25 PM	16 Apr, 2025 02:25:26 PM	0:02:26		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 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
622974329603	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			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		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974329603			CTE_Police_Fire		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 05:11:04 PM	30 Apr, 2025 05:17:14 PM	15 Apr, 2025 06:38:49 PM	0:02:36		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			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 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
622974507187			CTE_Res_Moving		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 05:00:07 PM	30 Apr, 2025 05:19:46 PM	16 Apr, 2025 07:16:49 PM	0:03:27		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 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
623893824677	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			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 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623893824677			CTE_Res_Billing		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 01:33:15 PM	30 Apr, 2025 06:17:11 PM	28 Apr, 2025 01:25:28 PM	0:03:06		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
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623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
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623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			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 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894275053			CTE_Res_Moving		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 06:15:52 PM	30 Apr, 2025 06:25:07 PM	30 Apr, 2025 05:34:38 PM	0:03:04		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 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
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623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			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 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
623894157982			CTE_Res_Billing		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 03:03:01 AM	30 Apr, 2025 06:27:15 PM	29 Apr, 2025 09:27:47 PM	0:02:50		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			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		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 PM	0:02:20		Internal
622974529415			CTE_Police_Fire		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 06:23:14 PM	30 Apr, 2025 06:27:21 PM	16 Apr, 2025 08:26:45 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
623894084762	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			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 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623894084762			CTE_Res_Billing		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 06:32:49 PM	30 Apr, 2025 06:36:24 PM	29 Apr, 2025 04:53:43 PM	0:02:33		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		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
623893874467	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			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 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623893874467			CTE_Res_Moving		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 05:34:00 PM	30 Apr, 2025 06:37:41 PM	28 Apr, 2025 03:45:24 PM	0:09:47		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			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		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
623894208916			CTE_Police_Fire		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 06:38:43 PM	30 Apr, 2025 06:46:08 PM	30 Apr, 2025 01:54:51 PM	0:01:52		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 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
621943409526	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			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		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
621943409526			CTE_Bus_Outage		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 06:47:43 PM	30 Apr, 2025 06:50:36 PM	08 Apr, 2025 08:12:45 PM	0:02:16		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 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
623894299843	[redacted]		CTE_Res_Outage	[redacted]	Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			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 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894299843			CTE_Res_Outage		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 07:04:35 PM	30 Apr, 2025 07:13:13 PM	30 Apr, 2025 06:53:14 PM	0:04:33		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			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 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
623894203221			CTE_Res_Billing		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 07:19:29 PM	30 Apr, 2025 07:26:38 PM	30 Apr, 2025 01:38:21 PM	0:02:28		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		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
622975232333	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			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 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
622975232333			CTE_Res_Outage		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 07:46:04 PM	30 Apr, 2025 07:57:02 PM	22 Apr, 2025 09:07:08 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		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
623893834579	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			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 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
623893834579			CTE_Res_Outage		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 08:01:24 PM	30 Apr, 2025 08:09:06 PM	28 Apr, 2025 01:40:48 PM	0:03:37		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			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		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
621942758042			CTE_Police_Fire		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 08:11:40 PM	30 Apr, 2025 08:20:46 PM	03 Apr, 2025 06:37:59 PM	0:03:45		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 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
623893951469	[redacted]		CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			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		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
623893951469			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 08:20:18 PM	30 Apr, 2025 08:29:55 PM	28 Apr, 2025 07:28:22 PM	0:04:54		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			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		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
622974964900			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 09:10:02 PM	30 Apr, 2025 09:15:50 PM	21 Apr, 2025 03:35:02 PM	0:03:08		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 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
623893845089	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			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		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
623893845089			CTE_Bus_Billing		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 09:16:46 PM	30 Apr, 2025 09:22:02 PM	28 Apr, 2025 02:23:57 PM	0:04:30		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
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622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			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 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
622975056299			CTE_Res_Moving		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 09:30:58 PM	30 Apr, 2025 09:37:44 PM	21 Apr, 2025 09:09:52 PM	0:05:05		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		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
623893911406	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			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		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
623893911406			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 03:02:58 AM	30 Apr, 2025 09:49:10 PM	28 Apr, 2025 05:28:53 PM	0:02:03		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			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		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
622975011284			CTE_Res_Default		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 09:38:06 PM	30 Apr, 2025 09:49:38 PM	21 Apr, 2025 06:30:34 PM	0:04:59		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		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
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			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 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623893939317			CTE_Res_Moving		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 09:43:20 PM	30 Apr, 2025 10:09:06 PM	28 Apr, 2025 06:59:17 PM	0:08:24		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			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		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		Internal
623894216468			CTE_Police_Fire		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 10:12:14 PM	30 Apr, 2025 10:23:32 PM	30 Apr, 2025 02:18:27 PM	0:02:05		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
623893669267	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			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 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623893669267			CTE_Res_Moving		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 10:28:07 PM	30 Apr, 2025 10:39:25 PM	25 Apr, 2025 05:31:40 PM	0:03:21		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 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
623894346017	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			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 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894346017			CTE_Res_Billing		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 10:54:42 PM	30 Apr, 2025 11:03:58 PM	30 Apr, 2025 09:46:39 PM	0:03:38		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			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 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
623894211257			CTE_Res_Outage		Windsor Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 11:15:54 PM	30 Apr, 2025 11:22:44 PM	30 Apr, 2025 02:03:37 PM	0:03:42		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 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
622974158716	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor Quality Evolution Form X	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974158716			CTE_Res_Outage		Windsor Quality Evolution Form X	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 11:40:03 PM	01 May, 2025 12:06:56 AM	14 Apr, 2025 07:00:20 PM	0:04:20		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Contact Information	Select type of call	1.1	radio		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Contact Information	Select the type of inquiry	1.2	radio		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Contact Information	Enter the related account number as applicable	1.3	text		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Courtesy	Rate the service experience of courtesy	2.1	radio		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Courtesy	Comments on Courtesy	2.4	textarea		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Concern	Rate the service experience of concern	3.1	radio		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Concern	For concern, employee should continue	3.2	checkbox		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Concern	For concern, employee should improve	3.3	checkbox		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Concern	Comments on Concern	3.4	textarea		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal

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622974358811	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor Quality Evolution Form X	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	FCR	If CSR Error, please explain	6.3	textarea		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974358811			CTE_Police_Fire		Windsor Quality Evolution Form X	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 May, 2025 12:14:20 AM	01 May, 2025 12:23:25 AM	15 Apr, 2025 08:28:18 PM	0:03:45		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
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622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
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622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
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622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622974343799			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 10:01:01 AM	01 May, 2025 01:25:32 AM	15 Apr, 2025 07:34:29 PM	0:02:12		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	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
622975417405	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			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 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975417405			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 07:01:44 AM	01 May, 2025 01:40:13 AM	24 Apr, 2025 06:09:47 AM	0:03:07		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	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
622975039311	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			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		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622975039311			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 04:01:17 AM	01 May, 2025 01:52:24 AM	21 Apr, 2025 07:57:16 PM	0:04:43		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			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		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974910383			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 06:30:59 AM	01 May, 2025 02:10:08 AM	21 Apr, 2025 05:28:43 AM	0:02:07		Internal
622974341876			CTE_Res_FT	X	Windsor Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT	X	Windsor Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT	X	Windsor Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT	X	Windsor Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT	X	Windsor Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT	X	Windsor Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		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
622974341876	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor Quality Evolution Form X	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	Concern	Rate the service experience of concern	3.1	radio		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	Concern	For concern, employee should continue	3.2	checkbox		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	Concern	For concern, employee should improve	3.3	checkbox		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	Concern	Comments on Concern	3.4	textarea		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	FCR	If CSR Error, please explain	6.3	textarea		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974341876			CTE_Res_FT		Windsor Quality Evolution Form X	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Apr, 2025 10:01:02 AM	01 May, 2025 02:31:36 AM	15 Apr, 2025 07:24:50 PM	0:08:18		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
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622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
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622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
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622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
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622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 PM	0:03:52		Internal
622974929707			CTE_Res_Billing		Windsor Quality Evolution Form X	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 02:31:24 PM	01 May, 2025 02:38:32 AM	21 Apr, 2025 01:48:16 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
623893953545	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			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		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
623893953545			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 May, 2025 02:37:02 AM	01 May, 2025 02:48:51 AM	28 Apr, 2025 07:36:41 PM	0:04:09		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
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622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Courtesy	Comments on Courtesy	2.4	textarea		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Concern	For concern, employee should improve	3.3	checkbox		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Concern	Comments on Concern	3.4	textarea		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		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
622975005997	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor Quality Evolution Form X	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
622975005997			CTE_Res_Default		Windsor Quality Evolution Form X	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 08:01:35 PM	01 May, 2025 02:50:57 AM	21 Apr, 2025 06:09:59 PM	0:09:10		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			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 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
623893798944			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 May, 2025 02:49:42 AM	01 May, 2025 03:01:31 AM	27 Apr, 2025 11:52:25 PM	0:03:03		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Courtesy	Comments on Courtesy	2.4	textarea		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		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
622975365755	[redacted]		CTE_Res_Moving	[redacted]	Windsor Quality Evolution Form X	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975365755			CTE_Res_Moving		Windsor Quality Evolution Form X	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 03:02:03 PM	01 May, 2025 03:10:59 AM	23 Apr, 2025 06:51:31 PM	0:06:20		Internal
622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
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622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
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622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
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622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
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622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
622975460726			CTE_Res_Moving		Windsor Quality Evolution Form X	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 07:00:53 AM	01 May, 2025 03:16:47 AM	24 Apr, 2025 02:43:04 PM	0:06:50		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Contact Information	Select type of call	1.1	radio		01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Contact Information	Select the type of inquiry	1.2	radio		01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Contact Information	Enter the related account number as applicable	1.3	text		01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Courtesy	Rate the service experience of courtesy	2.1	radio		01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Courtesy	Comments on Courtesy	2.4	textarea		01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		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
623894371410	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor Quality Evolution Form X	Concern	Rate the service experience of concern	3.1	radio	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Concern	For concern, employee should continue	3.2	checkbox	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Concern	For concern, employee should improve	3.3	checkbox	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Concern	Comments on Concern	3.4	textarea	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Timely Resolution	Comments on Timely Resolution	4.4	textarea	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	FCR	If CSR Error, please explain	6.3	textarea	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Paperless Billing	Comment if "other" was used above	7.2	textarea	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
623894371410			CTE_Res_Payment		Windsor Quality Evolution Form X	Evaluation Status	Add extra notes below as needed	9.1	textarea	01 May, 2025 12:34:56 PM	01 May, 2025 01:00:44 PM	01 May, 2025 12:13:42 PM	0:03:09		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Contact Information	Select type of call	1.1	radio	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Contact Information	Select the type of inquiry	1.2	radio	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Contact Information	Enter the related account number as applicable	1.3	text	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Courtesy	Rate the service experience of courtesy	2.1	radio	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Courtesy	For courtesy, employee should continue	2.2	checkbox	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Courtesy	For courtesy, employee should improve	2.3	checkbox	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Courtesy	Comments on Courtesy	2.4	textarea	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Concern	Rate the service experience of concern	3.1	radio	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Concern	For concern, employee should continue	3.2	checkbox	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Concern	For concern, employee should improve	3.3	checkbox	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Concern	Comments on Concern	3.4	textarea	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Timely Resolution	Comments on Timely Resolution	4.4	textarea	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 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
622975276948	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form X	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622975276948			CTE_Res_Moving		Windsor - Quality Evolution Form X	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 07:22:48 PM	01 May, 2025 02:15:56 PM	23 Apr, 2025 01:22:29 PM	0:05:01		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			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 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622974927695			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 06:31:17 PM	01 May, 2025 06:05:26 PM	21 Apr, 2025 01:44:13 PM	0:05:25		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 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
622975130121	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			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		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
622975130121			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Apr, 2025 08:31:02 AM	01 May, 2025 06:14:22 PM	22 Apr, 2025 03:08:51 PM	0:02:19		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			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		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894521754			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 May, 2025 10:03:22 PM	02 May, 2025 12:28:09 PM	01 May, 2025 08:36:24 PM	0:02:13		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 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
623894443578	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			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 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894443578			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 May, 2025 06:03:37 PM	02 May, 2025 12:28:56 PM	01 May, 2025 04:15:57 PM	0:02:50		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			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 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894300804			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 12:18:31 PM	02 May, 2025 12:43:28 PM	30 Apr, 2025 06:58:38 PM	0:02:17		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		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
623894212976	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			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 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894212976			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	02 May, 2025 01:03:48 AM	02 May, 2025 01:54:41 PM	30 Apr, 2025 02:09:51 PM	0:03:19		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			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	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894387700			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	02 May, 2025 09:03:50 AM	02 May, 2025 02:14:25 PM	01 May, 2025 01:29:14 PM	0:03:01		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 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
623894373141	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
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623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
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623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
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623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			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		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894373141			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 02:12:01 PM	02 May, 2025 02:17:31 PM	01 May, 2025 12:23:29 PM	0:02:19		Internal
623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
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623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
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623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
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623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 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
623894221869	[redacted]		CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894221869			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		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894221869			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 03:02:49 PM	02 May, 2025 03:36:23 PM	30 Apr, 2025 02:38:20 PM	0:04:26		Internal
623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
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623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
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623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
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623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
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623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
623894483980			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 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
623894483980			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 03:56:16 PM	02 May, 2025 04:35:49 PM	01 May, 2025 06:29:26 PM	0:03:22		Internal
623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
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623894606779	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
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623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
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623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
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623894606779			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 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
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623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
623894606779			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 04:56:47 PM	02 May, 2025 05:09:07 PM	02 May, 2025 02:56:21 PM	0:04:14		Internal
623894488843			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 05:07:01 PM	02 May, 2025 05:10:44 PM	01 May, 2025 06:47:04 PM	0:03:12		Internal
623894488843			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 05:07:01 PM	02 May, 2025 05:10:44 PM	01 May, 2025 06:47:04 PM	0:03:12		Internal
623894488843			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 05:07:01 PM	02 May, 2025 05:10:44 PM	01 May, 2025 06:47:04 PM	0:03:12		Internal
623894488843			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 05:07:01 PM	02 May, 2025 05:10:44 PM	01 May, 2025 06:47:04 PM	0:03:12		Internal
623894488843			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 May, 2025 05:07:01 PM	02 May, 2025 05:10:44 PM	01 May, 2025 06:47:04 PM	0:03:12		Internal
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623894488843			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 05:07:01 PM	02 May, 2025 05:10:44 PM	01 May, 2025 06:47:04 PM	0:03:12		Internal
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623894488843			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 May, 2025 05:07:01 PM	02 May, 2025 05:10:44 PM	01 May, 2025 06:47:04 PM	0:03:12		Internal
623894488843			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 05:07:01 PM	02 May, 2025 05:10:44 PM	01 May, 2025 06:47:04 PM	0:03:12		Internal
623894488843			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 05:07:01 PM	02 May, 2025 05:10:44 PM	01 May, 2025 06:47:04 PM	0:03:12		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			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 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
623894425707			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 05:29:25 PM	02 May, 2025 05:34:20 PM	01 May, 2025 03:17:41 PM	0:03:10		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 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
622975317525	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			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 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
622975317525			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Apr, 2025 07:01:46 AM	02 May, 2025 05:40:39 PM	23 Apr, 2025 03:50:24 PM	0:05:29		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 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
623894613439	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			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 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894613439			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 05:46:56 PM	02 May, 2025 05:51:32 PM	02 May, 2025 03:20:14 PM	0:03:38		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			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 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894644640			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 05:45:01 PM	02 May, 2025 05:55:56 PM	02 May, 2025 05:04:27 PM	0:03:18		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 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
623894396305	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			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 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			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 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894396305			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 May, 2025 02:03:37 PM	02 May, 2025 05:57:37 PM	01 May, 2025 01:55:45 PM	0:02:59		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			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 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		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
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894618223			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 06:05:55 PM	02 May, 2025 06:18:25 PM	02 May, 2025 03:35:41 PM	0:04:16		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
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623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
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623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			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		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894386681			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 May, 2025 03:11:39 PM	02 May, 2025 06:54:25 PM	01 May, 2025 01:28:33 PM	0:04:15		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			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 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894459417			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 05:04:39 PM	02 May, 2025 08:37:18 PM	01 May, 2025 05:10:50 PM	0:04:27		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 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
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			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 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894521582			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 12:44:47 PM	03 May, 2025 07:35:03 PM	01 May, 2025 08:34:46 PM	0:03:56		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 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
623894719451	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			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 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894719451			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 11:51:15 AM	05 May, 2025 12:17:54 PM	02 May, 2025 09:30:54 PM	0:06:03		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			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 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894438066			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 12:28:24 PM	05 May, 2025 12:40:57 PM	01 May, 2025 03:56:19 PM	0:05:38		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		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
623894810440	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			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 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894810440			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 12:37:55 PM	05 May, 2025 12:41:56 PM	05 May, 2025 08:32:30 AM	0:03:37		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 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
623894821917	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			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 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894821917			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 12:48:35 PM	05 May, 2025 12:52:09 PM	05 May, 2025 12:30:50 PM	0:02:07		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	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
623894780164	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			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 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894780164			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 01:52:06 PM	05 May, 2025 01:56:58 PM	04 May, 2025 05:46:13 AM	0:03:13		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			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 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894440806			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 May, 2025 09:04:03 AM	05 May, 2025 02:38:29 PM	01 May, 2025 04:06:58 PM	0:09:25		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	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
623894813777	[redacted]		CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			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		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894813777			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 12:00:56 PM	05 May, 2025 02:44:51 PM	05 May, 2025 11:30:46 AM	0:04:48		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			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 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894801012			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 02:41:35 PM	05 May, 2025 02:45:19 PM	04 May, 2025 09:42:02 PM	0:02:18		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		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
623894565914	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			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		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894565914			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 05:04:39 PM	05 May, 2025 02:56:05 PM	02 May, 2025 12:45:14 PM	0:05:12		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			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 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	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
623894776451	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894776451			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 02:58:54 PM	05 May, 2025 03:02:33 PM	04 May, 2025 01:24:47 AM	0:03:28		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			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 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894779100			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 May, 2025 05:03:47 AM	05 May, 2025 03:15:04 PM	04 May, 2025 04:03:22 AM	0:04:50		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		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
623894710296	[redacted]	[redacted]	CTE_Res_Billing	[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 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894710296			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 May, 2025 05:04:06 AM	05 May, 2025 03:16:35 PM	02 May, 2025 08:48:32 PM	0:05:32		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
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623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			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 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894791719			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				04 May, 2025 05:01:27 PM	05 May, 2025 03:42:56 PM	04 May, 2025 04:18:31 PM	0:07:06		Internal
623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
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623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
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623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
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623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623894779117			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 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623894779117			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	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
623894779117	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	04 May, 2025 01:03:48 PM	05 May, 2025 03:48:48 PM	04 May, 2025 04:02:26 AM	0:07:08		Internal
623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
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623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
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623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
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623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
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623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
623893742917			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		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
623893742917			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Apr, 2025 05:02:42 AM	05 May, 2025 03:58:39 PM	26 Apr, 2025 12:46:23 AM	0:03:11		Internal
623894850486			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		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
623894850486		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486		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 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894850486		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 03:49:20 PM	05 May, 2025 04:01:21 PM	05 May, 2025 02:18:35 PM	0:07:06		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		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		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
623894073267		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 04:10:26 PM	05 May, 2025 04:14:27 PM	29 Apr, 2025 04:19:07 PM	0:04:12		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Typ	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		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		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
622974931050		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Apr, 2025 02:31:24 PM	05 May, 2025 04:37:54 PM	21 Apr, 2025 01:53:06 PM	0:03:22		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 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
623894860196	[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]	05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			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 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 05:02:07 PM	05 May, 2025 05:23:21 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			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 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894376315			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 May, 2025 01:04:13 AM	05 May, 2025 05:31:21 PM	01 May, 2025 12:34:49 PM	0:05:08		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		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
623894911560	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			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 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894911560			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 05:30:59 PM	05 May, 2025 05:41:33 PM	05 May, 2025 05:01:31 PM	0:04:34		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			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 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894648196			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 06:30:10 PM	05 May, 2025 06:35:13 PM	02 May, 2025 05:09:30 PM	0:02:25		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 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
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			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 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894912449			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 06:14:47 PM	05 May, 2025 06:36:27 PM	05 May, 2025 05:05:19 PM	0:06:17		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			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 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894884175			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 04:01:29 PM	05 May, 2025 06:46:02 PM	05 May, 2025 03:43:22 PM	0:09:52		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		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
623894864878	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			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 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			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 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894864878			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 06:34:59 PM	05 May, 2025 06:52:07 PM	05 May, 2025 03:03:25 PM	0:06:04		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			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 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		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
623894827662	[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]	05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894827662			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 06:43:56 PM	05 May, 2025 07:03:04 PM	05 May, 2025 12:54:10 PM	0:02:22		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			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 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894682034			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 03:55:26 PM	05 May, 2025 07:21:29 PM	02 May, 2025 07:19:59 PM	0:06:13		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 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
623894152985	[redacted]	[redacted]	CTE_Bus_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]	05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623894152985			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 07:20:58 PM	05 May, 2025 07:28:12 PM	29 Apr, 2025 09:21:53 PM	0:02:52		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			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 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
623895031949			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 12:05:43 PM	06 May, 2025 12:08:50 PM	06 May, 2025 02:25:49 AM	0:03:15		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 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
622975378208	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			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		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
622975378208			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Apr, 2025 08:33:14 PM	06 May, 2025 12:25:36 PM	23 Apr, 2025 07:39:41 PM	0:03:55		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		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
623894906325	[redacted]		CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			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 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894906325			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 12:28:22 PM	06 May, 2025 12:32:08 PM	05 May, 2025 04:50:37 PM	0:02:24		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 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
623894967638			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 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894967638			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 12:20:32 PM	06 May, 2025 12:32:57 PM	05 May, 2025 07:33:41 PM	0:03:29		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			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		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894348704			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 May, 2025 10:03:03 AM	06 May, 2025 12:40:28 PM	30 Apr, 2025 10:02:58 PM	0:07:23		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			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		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894429957			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 May, 2025 10:03:27 PM	06 May, 2025 12:45:21 PM	01 May, 2025 04:57:25 PM	0:05:13		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 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
623894389508	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			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 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894389508			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 05:03:54 AM	06 May, 2025 12:48:25 PM	01 May, 2025 01:24:37 PM	0:02:26		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			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 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623894532057			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 09:03:55 AM	06 May, 2025 12:56:39 PM	01 May, 2025 09:22:31 PM	0:08:09		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 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
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			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		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623893809576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 01:33:20 PM	06 May, 2025 01:19:59 PM	28 Apr, 2025 12:17:45 PM	0:02:24		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
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623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	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
623895030741	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			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 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623895030741			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 01:15:45 PM	06 May, 2025 01:24:24 PM	06 May, 2025 01:26:07 AM	0:02:26		Internal
623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
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623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
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623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
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623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
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623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894687092			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 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894687092			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 02:19:28 PM	06 May, 2025 02:31:41 PM	02 May, 2025 07:38:44 PM	0:03:12		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		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
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			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 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894981467			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 02:44:38 PM	06 May, 2025 03:06:12 PM	05 May, 2025 08:09:15 PM	0:05:58		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal

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623894774520	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			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 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894774520			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 03:09:33 PM	06 May, 2025 03:14:24 PM	04 May, 2025 12:13:33 AM	0:02:34		Internal
623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
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623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
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623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
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623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
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623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
623894860528			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 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
623894860528			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 11:30:45 AM	06 May, 2025 03:59:59 PM	05 May, 2025 02:45:37 PM	0:04:54		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		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
623895010183	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
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623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			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 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623895010183			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 03:57:18 PM	06 May, 2025 04:04:31 PM	05 May, 2025 09:17:04 PM	0:02:03		Internal
623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
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623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
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623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
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623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
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623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
623894010839			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 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
623894010839			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		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
623894010839	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	06 May, 2025 03:52:53 PM	06 May, 2025 04:05:01 PM	29 Apr, 2025 12:26:09 PM	0:04:24		Internal
623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
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623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
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623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
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623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
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623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
623894961302			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		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
623894961302			CTE_Bus_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 03:32:16 AM	06 May, 2025 04:14:18 PM	05 May, 2025 07:18:49 PM	0:03:02		Internal
623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
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623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
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623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
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623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	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
623895031142	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895031142			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 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895031142			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 04:16:44 PM	06 May, 2025 04:19:41 PM	06 May, 2025 01:45:32 AM	0:02:46		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			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 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895046336			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 03:42:37 PM	06 May, 2025 04:20:31 PM	06 May, 2025 12:46:18 PM	0:04:11		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 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
623895109489	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			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 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895109489			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 04:43:40 PM	06 May, 2025 04:53:55 PM	06 May, 2025 04:06:37 PM	0:03:12		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
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623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		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
623895045812	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			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 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
623895045812			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 05:12:38 PM	06 May, 2025 05:15:10 PM	06 May, 2025 12:29:07 PM	0:03:08		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			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		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
622974988772			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Apr, 2025 12:01:16 PM	06 May, 2025 06:10:05 PM	21 Apr, 2025 05:02:23 PM	0:05:26		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 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
623895011749	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			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		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623895011749			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 07:16:26 PM	06 May, 2025 07:23:02 PM	05 May, 2025 09:37:51 PM	0:03:15		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 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
623894663203	[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]	06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			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 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623894663203			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 07:20:46 PM	06 May, 2025 07:28:24 PM	02 May, 2025 06:08:32 PM	0:03:47		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			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 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
623895171569			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 11:31:01 AM	07 May, 2025 11:55:57 AM	06 May, 2025 08:22:20 PM	0:04:37		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		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
597058228993	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		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	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		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	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			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		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		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	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
597058228993			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Mar, 2025 04:01:58 PM	07 May, 2025 12:10:13 PM	17 Mar, 2025 02:51:03 PM	0:06:24		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			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		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623894150158			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 May, 2025 06:03:40 PM	07 May, 2025 12:20:25 PM	29 Apr, 2025 08:50:06 PM	0:02:48		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		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
623895055748	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			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 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
623895055748			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 12:02:27 PM	07 May, 2025 12:21:29 PM	06 May, 2025 01:12:04 PM	0:03:35		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		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
622975464068	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			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		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
622975464068			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 03:00:55 AM	07 May, 2025 12:33:39 PM	24 Apr, 2025 02:53:02 PM	0:06:02		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			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 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623895191927			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 12:39:28 PM	07 May, 2025 12:54:54 PM	06 May, 2025 08:30:16 PM	0:05:25		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 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
623894966030	[redacted]		CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			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 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894966030			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 05:00:41 AM	07 May, 2025 01:23:44 PM	05 May, 2025 07:32:04 PM	0:02:33		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			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 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894819910			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 04:01:31 PM	07 May, 2025 01:25:18 PM	05 May, 2025 12:34:54 PM	0:05:20		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	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
623894828194	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			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 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894828194			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 01:12:39 PM	07 May, 2025 01:25:57 PM	05 May, 2025 01:15:23 PM	0:03:59		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
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623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
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623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
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623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			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 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623894969465			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 01:00:40 PM	07 May, 2025 01:34:43 PM	05 May, 2025 07:16:29 PM	0:03:34		Internal
623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	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
623895220319	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
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623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
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623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
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623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623895220319			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 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623895220319			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 01:57:21 PM	07 May, 2025 02:03:40 PM	07 May, 2025 12:35:32 AM	0:03:05		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			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 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 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
623894860196	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623894860196			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 03:32:16 AM	07 May, 2025 02:37:00 PM	05 May, 2025 02:44:28 PM	0:02:32		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			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 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623895196469			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 11:30:54 PM	07 May, 2025 02:38:08 PM	06 May, 2025 08:44:59 PM	0:06:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 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
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			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		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894313845			CTE_Bus_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 May, 2025 06:03:09 AM	07 May, 2025 02:48:42 PM	30 Apr, 2025 07:45:22 PM	0:03:16		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			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 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894863036			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 04:01:32 PM	07 May, 2025 03:06:28 PM	05 May, 2025 02:51:17 PM	0:03:31		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 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
623894884461	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			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		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623894884461			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 04:01:31 PM	07 May, 2025 03:25:28 PM	05 May, 2025 03:42:35 PM	0:04:56		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
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623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
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623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			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 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		Internal
623895255073			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 02:57:51 PM	07 May, 2025 03:42:08 PM	07 May, 2025 01:48:30 PM	0:04:01		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
623894423229	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
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623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
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623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			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 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894423229			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 03:43:34 PM	07 May, 2025 03:47:32 PM	01 May, 2025 03:07:09 PM	0:02:31		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
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623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		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
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			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		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894835448			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 11:30:56 PM	07 May, 2025 03:58:01 PM	05 May, 2025 01:42:50 PM	0:07:34		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
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623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
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623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
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623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			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		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894373248			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 05:04:42 PM	07 May, 2025 04:21:18 PM	01 May, 2025 12:18:27 PM	0:07:08		Internal
623894387042			CTE_Outbound		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
623894387042			CTE_Outbound		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
623894387042			CTE_Outbound		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
623894387042			CTE_Outbound		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
623894387042			CTE_Outbound		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
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623894387042			CTE_Outbound		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
623894387042			CTE_Outbound		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
623894387042			CTE_Outbound		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal

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623894387042	[redacted]	[redacted]	CTE_Outbound	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
623894387042			CTE_Outbound		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
623894387042			CTE_Outbound		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
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623894387042			CTE_Outbound		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
623894387042			CTE_Outbound		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
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623894387042			CTE_Outbound		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
623894387042			CTE_Outbound		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
623894387042			CTE_Outbound		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
623894387042			CTE_Outbound		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
623894387042			CTE_Outbound		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
623894387042			CTE_Outbound		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
623894387042			CTE_Outbound		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 04:11:51 PM	07 May, 2025 04:26:01 PM	01 May, 2025 01:12:02 PM	0:02:21		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			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 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894419953			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 05:41:01 PM	07 May, 2025 06:01:24 PM	01 May, 2025 02:59:30 PM	0:06:12		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 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
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			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 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894956843			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 08:14:25 PM	07 May, 2025 08:24:57 PM	05 May, 2025 06:41:20 PM	0:04:22		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			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 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623894912029			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 08:27:20 PM	07 May, 2025 08:36:14 PM	05 May, 2025 04:38:07 PM	0:05:05		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 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
623893586261	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			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 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623893586261			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Apr, 2025 03:01:02 PM	08 May, 2025 01:00:06 PM	25 Apr, 2025 12:05:35 PM	0:04:11		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		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
623894017759		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 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759		CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623894017759		CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 07:02:47 AM	08 May, 2025 01:56:46 PM	29 Apr, 2025 01:06:28 PM	0:03:16		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain				08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		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 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623895113686		CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 04:00:46 AM	08 May, 2025 03:32:24 PM	06 May, 2025 04:21:16 PM	0:09:40		Internal
623894619117		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623894619117		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623894619117		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623894619117		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623894619117		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
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623894619117		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623894619117		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623894619117		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
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623894619117		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623894619117		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
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623894619117		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623894619117		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623894619117		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623894619117		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 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
623894619117	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623894619117			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623894619117			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623894619117			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623894619117			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 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623894619117			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623894619117			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623894619117			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 May, 2025 05:04:08 AM	08 May, 2025 04:47:34 PM	02 May, 2025 03:40:24 PM	0:08:50		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			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 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623895298680			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 05:00:53 PM	08 May, 2025 04:56:57 PM	07 May, 2025 04:13:13 PM	0:04:32		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 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
623894937665	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			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 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623894937665			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 03:32:15 AM	08 May, 2025 05:07:45 PM	05 May, 2025 06:12:50 PM	0:04:14		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			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		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623893977259			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Apr, 2025 07:03:09 PM	08 May, 2025 05:35:17 PM	28 Apr, 2025 09:01:46 PM	0:05:24		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	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
623894777317	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
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623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
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623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			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 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623894777317			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 05:48:47 PM	08 May, 2025 05:51:21 PM	04 May, 2025 01:54:52 AM	0:03:06		Internal
623895484309			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 05:41:41 PM	08 May, 2025 05:59:42 PM	08 May, 2025 04:52:40 PM	0:03:21		Internal
623895484309			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 05:41:41 PM	08 May, 2025 05:59:42 PM	08 May, 2025 04:52:40 PM	0:03:21		Internal
623895484309			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 05:41:41 PM	08 May, 2025 05:59:42 PM	08 May, 2025 04:52:40 PM	0:03:21		Internal
623895484309			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 05:41:41 PM	08 May, 2025 05:59:42 PM	08 May, 2025 04:52:40 PM	0:03:21		Internal
623895484309			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 05:41:41 PM	08 May, 2025 05:59:42 PM	08 May, 2025 04:52:40 PM	0:03:21		Internal
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623895484309			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 05:41:41 PM	08 May, 2025 05:59:42 PM	08 May, 2025 04:52:40 PM	0:03:21		Internal
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623895484309			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 05:41:41 PM	08 May, 2025 05:59:42 PM	08 May, 2025 04:52:40 PM	0:03:21		Internal
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623895484309			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 05:41:41 PM	08 May, 2025 05:59:42 PM	08 May, 2025 04:52:40 PM	0:03:21		Internal
623895484309			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 05:41:41 PM	08 May, 2025 05:59:42 PM	08 May, 2025 04:52:40 PM	0:03:21		Internal
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623895484309			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 May, 2025 05:41:41 PM	08 May, 2025 05:59:42 PM	08 May, 2025 04:52:40 PM	0:03:21		Internal

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623895484309	[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]	08 May, 2025 05:41:41 PM	08 May, 2025 05:59:42 PM	08 May, 2025 04:52:40 PM	0:03:21		Internal
623895484309			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 05:41:41 PM	08 May, 2025 05:59:42 PM	08 May, 2025 04:52:40 PM	0:03:21		Internal
623895484309			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 05:41:41 PM	08 May, 2025 05:59:42 PM	08 May, 2025 04:52:40 PM	0:03:21		Internal
623895484309			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 May, 2025 05:41:41 PM	08 May, 2025 05:59:42 PM	08 May, 2025 04:52:40 PM	0:03:21		Internal
623895484309			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 05:41:41 PM	08 May, 2025 05:59:42 PM	08 May, 2025 04:52:40 PM	0:03:21		Internal
623895484309			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 05:41:41 PM	08 May, 2025 05:59:42 PM	08 May, 2025 04:52:40 PM	0:03:21		Internal
623895484309			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 05:41:41 PM	08 May, 2025 05:59:42 PM	08 May, 2025 04:52:40 PM	0:03:21		Internal
623895216554			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 01:00:40 PM	08 May, 2025 06:52:38 PM	06 May, 2025 10:43:56 PM	0:10:00		Internal
623895216554			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 01:00:40 PM	08 May, 2025 06:52:38 PM	06 May, 2025 10:43:56 PM	0:10:00		Internal
623895216554			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 01:00:40 PM	08 May, 2025 06:52:38 PM	06 May, 2025 10:43:56 PM	0:10:00		Internal
623895216554			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 01:00:40 PM	08 May, 2025 06:52:38 PM	06 May, 2025 10:43:56 PM	0:10:00		Internal
623895216554			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 01:00:40 PM	08 May, 2025 06:52:38 PM	06 May, 2025 10:43:56 PM	0:10:00		Internal
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623895216554			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 01:00:40 PM	08 May, 2025 06:52:38 PM	06 May, 2025 10:43:56 PM	0:10:00		Internal
623895216554			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 01:00:40 PM	08 May, 2025 06:52:38 PM	06 May, 2025 10:43:56 PM	0:10:00		Internal
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623895216554			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 01:00:40 PM	08 May, 2025 06:52:38 PM	06 May, 2025 10:43:56 PM	0:10:00		Internal
623895216554			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 01:00:40 PM	08 May, 2025 06:52:38 PM	06 May, 2025 10:43:56 PM	0:10:00		Internal
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623895216554			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 01:00:40 PM	08 May, 2025 06:52:38 PM	06 May, 2025 10:43:56 PM	0:10:00		Internal
623895216554			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 01:00:40 PM	08 May, 2025 06:52:38 PM	06 May, 2025 10:43:56 PM	0:10:00		Internal
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623895216554			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 May, 2025 01:00:40 PM	08 May, 2025 06:52:38 PM	06 May, 2025 10:43:56 PM	0:10:00		Internal
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623895216554			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 01:00:40 PM	08 May, 2025 06:52:38 PM	06 May, 2025 10:43:56 PM	0:10:00		Internal
623895216554			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 01:00:40 PM	08 May, 2025 06:52:38 PM	06 May, 2025 10:43:56 PM	0:10:00		Internal
623894852709			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 07:02:43 PM	08 May, 2025 07:11:29 PM	05 May, 2025 02:25:13 PM	0:04:51		Internal
623894852709			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 07:02:43 PM	08 May, 2025 07:11:29 PM	05 May, 2025 02:25:13 PM	0:04:51		Internal
623894852709			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 07:02:43 PM	08 May, 2025 07:11:29 PM	05 May, 2025 02:25:13 PM	0:04:51		Internal
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623894852709			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 May, 2025 07:02:43 PM	08 May, 2025 07:11:29 PM	05 May, 2025 02:25:13 PM	0:04:51		Internal
623894852709			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 May, 2025 07:02:43 PM	08 May, 2025 07:11:29 PM	05 May, 2025 02:25:13 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
623894852709			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 07:02:43 PM	08 May, 2025 07:11:29 PM	05 May, 2025 02:25:13 PM	0:04:51		Internal
623894852709			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 07:02:43 PM	08 May, 2025 07:11:29 PM	05 May, 2025 02:25:13 PM	0:04:51		Internal
623894852709			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 07:02:43 PM	08 May, 2025 07:11:29 PM	05 May, 2025 02:25:13 PM	0:04:51		Internal
623894852709			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 May, 2025 07:02:43 PM	08 May, 2025 07:11:29 PM	05 May, 2025 02:25:13 PM	0:04:51		Internal
623894852709			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 07:02:43 PM	08 May, 2025 07:11:29 PM	05 May, 2025 02:25:13 PM	0:04:51		Internal
623894852709			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 07:02:43 PM	08 May, 2025 07:11:29 PM	05 May, 2025 02:25:13 PM	0:04:51		Internal
623894852709			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 07:02:43 PM	08 May, 2025 07:11:29 PM	05 May, 2025 02:25:13 PM	0:04:51		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			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		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623895365955			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 04:00:47 PM	08 May, 2025 07:17:53 PM	07 May, 2025 08:13:56 PM	0:04:45		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 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
623894921146	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			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 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894921146			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 07:24:04 PM	08 May, 2025 07:28:05 PM	05 May, 2025 05:01:09 PM	0:04:12		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
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623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894977548	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			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 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623894977548			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 07:40:15 PM	08 May, 2025 07:43:50 PM	05 May, 2025 07:39:02 PM	0:02:42		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
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623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			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 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895015079			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 03:32:15 AM	08 May, 2025 08:09:47 PM	05 May, 2025 09:52:30 PM	0:07:05		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
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623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 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
623895468805	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
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623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			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		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895468805			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 08:23:15 PM	08 May, 2025 08:26:08 PM	08 May, 2025 03:56:02 PM	0:02:17		Internal
623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
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623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
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623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		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
623895471643		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643		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		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643		CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895471643		CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 08:42:36 PM	08 May, 2025 08:46:00 PM	08 May, 2025 04:09:25 PM	0:02:56		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
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623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		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 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895440572		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 08:53:55 PM	08 May, 2025 08:58:55 PM	08 May, 2025 02:19:47 PM	0:03:04		Internal
623895523294		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 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
623895523294	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			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 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895523294			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 09:31:19 PM	08 May, 2025 09:36:03 PM	08 May, 2025 07:13:03 PM	0:03:04		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 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
623895436151	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			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		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895436151			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 May, 2025 11:40:54 AM	09 May, 2025 11:50:53 AM	08 May, 2025 02:06:16 PM	0:03:21		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			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 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 May, 2025 12:13:56 PM	09 May, 2025 12:29:16 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		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
623895514386	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			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		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895514386			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 May, 2025 12:13:02 PM	09 May, 2025 01:24:44 PM	08 May, 2025 06:39:21 PM	0:05:24		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 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
623895289095	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			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 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623895289095			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 May, 2025 02:27:59 PM	09 May, 2025 02:34:43 PM	07 May, 2025 03:39:22 PM	0:04:36		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			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 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623894961041			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 03:30:54 PM	09 May, 2025 02:58:33 PM	05 May, 2025 07:17:19 PM	0:03:23		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 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
623895135895	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			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 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895135895			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 May, 2025 03:13:06 PM	09 May, 2025 03:17:16 PM	06 May, 2025 05:20:58 PM	0:03:16		Internal
623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
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623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
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623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
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623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
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623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
623895311790			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 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
623895311790			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 04:00:45 AM	09 May, 2025 03:28:46 PM	07 May, 2025 04:54:46 PM	0:02:41		Internal
623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
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623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
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623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
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623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
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623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 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
623895237154			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		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
623895237154			CTE_Bus_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 08:00:53 PM	09 May, 2025 03:52:04 PM	07 May, 2025 12:47:38 PM	0:05:16		Internal
623895545172			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 09:30:36 AM	09 May, 2025 03:56:35 PM	08 May, 2025 08:31:26 PM	0:03:07		Internal
623895545172			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 May, 2025 09:30:36 AM	09 May, 2025 03:56:35 PM	08 May, 2025 08:31:26 PM	0:03:07		Internal
623895545172			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 May, 2025 09:30:36 AM	09 May, 2025 03:56:35 PM	08 May, 2025 08:31:26 PM	0:03:07		Internal
623895545172			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 May, 2025 09:30:36 AM	09 May, 2025 03:56:35 PM	08 May, 2025 08:31:26 PM	0:03:07		Internal
623895545172			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 May, 2025 09:30:36 AM	09 May, 2025 03:56:35 PM	08 May, 2025 08:31:26 PM	0:03:07		Internal
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623895545172			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 May, 2025 09:30:36 AM	09 May, 2025 03:56:35 PM	08 May, 2025 08:31:26 PM	0:03:07		Internal
623895545172			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 May, 2025 09:30:36 AM	09 May, 2025 03:56:35 PM	08 May, 2025 08:31:26 PM	0:03:07		Internal
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623895545172			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 May, 2025 09:30:36 AM	09 May, 2025 03:56:35 PM	08 May, 2025 08:31:26 PM	0:03:07		Internal
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623895545172			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 May, 2025 09:30:36 AM	09 May, 2025 03:56:35 PM	08 May, 2025 08:31:26 PM	0:03:07		Internal
623895545172			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 May, 2025 09:30:36 AM	09 May, 2025 03:56:35 PM	08 May, 2025 08:31:26 PM	0:03:07		Internal
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623895545172			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 May, 2025 09:30:36 AM	09 May, 2025 03:56:35 PM	08 May, 2025 08:31:26 PM	0:03:07		Internal
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623895545172			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 May, 2025 09:30:36 AM	09 May, 2025 03:56:35 PM	08 May, 2025 08:31:26 PM	0:03:07		Internal
623895545172			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		09 May, 2025 09:30:36 AM	09 May, 2025 03:56:35 PM	08 May, 2025 08:31:26 PM	0:03:07		Internal
623895545172			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 May, 2025 09:30:36 AM	09 May, 2025 03:56:35 PM	08 May, 2025 08:31:26 PM	0:03:07		Internal
623895545172			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 May, 2025 09:30:36 AM	09 May, 2025 03:56:35 PM	08 May, 2025 08:31:26 PM	0:03:07		Internal
623895545172			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 May, 2025 09:30:36 AM	09 May, 2025 03:56:35 PM	08 May, 2025 08:31:26 PM	0:03:07		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
624884567621	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			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		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
624884567621			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 May, 2025 03:57:42 PM	09 May, 2025 04:00:38 PM	08 May, 2025 10:13:16 PM	0:02:31		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
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622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
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622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
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622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
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622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			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		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 06:08:02 PM	09 May, 2025 04:09:27 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal

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623894923855	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
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623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
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623894923855			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 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623894923855			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 May, 2025 04:25:50 PM	09 May, 2025 04:33:31 PM	05 May, 2025 05:11:22 PM	0:03:41		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
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623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			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		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 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
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623893816152			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 01:33:16 PM	09 May, 2025 04:38:49 PM	28 Apr, 2025 12:32:02 PM	0:05:55		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
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623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
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623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
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623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			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		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895464981			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 May, 2025 03:56:17 PM	09 May, 2025 05:29:17 PM	08 May, 2025 03:38:42 PM	0:03:12		Internal
623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
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623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal

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623895298411	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
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623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
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623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
623895298411			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 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
623895298411			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 May, 2025 05:18:31 PM	09 May, 2025 05:29:57 PM	07 May, 2025 04:10:44 PM	0:02:56		Internal
624884666063			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
624884666063			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
624884666063			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
624884666063			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
624884666063			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
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624884666063			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
624884666063			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
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624884666063			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
624884666063			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
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624884666063			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
624884666063			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
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624884666063			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 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
624884666063	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
624884666063			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
624884666063			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
624884666063			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		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
624884666063			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
624884666063			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
624884666063			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 May, 2025 05:45:59 PM	09 May, 2025 05:59:08 PM	09 May, 2025 05:05:11 PM	0:03:17		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			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 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
624884693468			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 May, 2025 07:10:25 PM	09 May, 2025 07:16:49 PM	09 May, 2025 06:45:07 PM	0:02:35		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 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
623895289851	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			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 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
623895289851			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 May, 2025 07:21:27 PM	09 May, 2025 07:28:11 PM	07 May, 2025 03:42:35 PM	0:02:17		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
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624884719955	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			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		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884719955			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 11:32:00 AM	12 May, 2025 11:43:19 AM	09 May, 2025 08:17:08 PM	0:02:36		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			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 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884589072			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 12:00:42 PM	12 May, 2025 12:09:20 PM	09 May, 2025 12:33:44 PM	0:05:08		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 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
624884711878	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
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624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			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 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884711878			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 12:15:02 PM	12 May, 2025 01:00:34 PM	09 May, 2025 07:49:02 PM	0:03:18		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
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624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
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624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
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624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 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
624884716303	[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]	12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884716303			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 01:15:05 PM	12 May, 2025 01:21:55 PM	09 May, 2025 08:05:57 PM	0:02:15		Internal
624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
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624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
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624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
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624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
624884735787			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		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
624884735787			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 01:54:23 PM	12 May, 2025 01:58:35 PM	09 May, 2025 09:28:52 PM	0:02:28		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 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
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			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 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
624884726241			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 01:31:58 PM	12 May, 2025 02:04:43 PM	09 May, 2025 08:40:00 PM	0:03:54		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			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 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			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 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		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
623895097151	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
623895097151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 04:00:50 PM	12 May, 2025 02:14:15 PM	06 May, 2025 04:39:45 PM	0:07:58		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			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		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
624884782364			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 May, 2025 05:30:41 AM	12 May, 2025 02:22:17 PM	11 May, 2025 04:21:39 AM	0:04:42		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 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
623894972266	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			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 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
623894972266			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 11:30:52 PM	12 May, 2025 02:23:09 PM	05 May, 2025 07:46:54 PM	0:05:52		Internal
624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
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624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
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624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
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624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
624884813917			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 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
624884813917			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 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
624884813917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 01:30:56 PM	12 May, 2025 02:32:45 PM	12 May, 2025 12:32:07 PM	0:02:28		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
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623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal

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623894961785	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
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623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			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		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
623894961785			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 11:30:44 AM	12 May, 2025 02:32:56 PM	05 May, 2025 07:21:47 PM	0:02:38		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
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624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			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 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 PM	0:02:45		Internal
624884679508			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 02:31:13 PM	12 May, 2025 02:35:54 PM	09 May, 2025 05:53:03 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
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			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		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884825496			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 01:30:56 PM	12 May, 2025 02:36:44 PM	12 May, 2025 01:24:13 PM	0:02:53		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			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 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			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 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		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
624884823875	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884823875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 01:30:56 PM	12 May, 2025 02:39:43 PM	12 May, 2025 01:19:03 PM	0:04:45		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
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624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
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624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
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624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			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 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
624884811204			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 01:30:50 PM	12 May, 2025 02:49:04 PM	12 May, 2025 12:14:46 PM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	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
623895219725	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			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 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895219725			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 04:00:47 PM	12 May, 2025 02:51:41 PM	07 May, 2025 12:07:52 AM	0:05:29		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			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		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
623895165314			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 05:00:53 PM	12 May, 2025 02:55:01 PM	06 May, 2025 07:09:51 PM	0:02:04		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
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624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
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624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 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
624884733466	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
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624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			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 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884733466			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 02:35:51 PM	12 May, 2025 02:59:14 PM	09 May, 2025 09:15:51 PM	0:03:56		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 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
624884698748	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			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		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
624884698748			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 03:00:07 PM	12 May, 2025 03:04:50 PM	09 May, 2025 07:04:22 PM	0:02:43		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
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623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
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623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			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		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
623894867522			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 03:32:15 AM	12 May, 2025 03:08:09 PM	05 May, 2025 03:03:01 PM	0:06:57		Internal
624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 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
624884627216	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
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624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
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624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
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624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
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624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
624884627216			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 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
624884627216			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 03:15:55 PM	12 May, 2025 03:20:01 PM	09 May, 2025 02:54:58 PM	0:02:35		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
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623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal

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623894922296	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
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623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			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 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			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 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
623894922296			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 03:32:19 AM	12 May, 2025 03:31:15 PM	05 May, 2025 05:40:54 PM	0:06:02		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
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624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
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624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			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		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884813917			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 01:30:50 PM	12 May, 2025 03:39:51 PM	12 May, 2025 12:30:34 PM	0:08:54		Internal
624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		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
624884645623	[redacted]		CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
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624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
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624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
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624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884645623			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		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884645623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 03:39:06 PM	12 May, 2025 03:44:07 PM	09 May, 2025 03:59:50 PM	0:03:10		Internal
624884707591			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 03:56:00 PM	12 May, 2025 04:01:00 PM	09 May, 2025 07:33:48 PM	0:02:42		Internal
624884707591			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 03:56:00 PM	12 May, 2025 04:01:00 PM	09 May, 2025 07:33:48 PM	0:02:42		Internal
624884707591			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 03:56:00 PM	12 May, 2025 04:01:00 PM	09 May, 2025 07:33:48 PM	0:02:42		Internal
624884707591			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 03:56:00 PM	12 May, 2025 04:01:00 PM	09 May, 2025 07:33:48 PM	0:02:42		Internal
624884707591			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 03:56:00 PM	12 May, 2025 04:01:00 PM	09 May, 2025 07:33:48 PM	0:02:42		Internal
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624884707591			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 03:56:00 PM	12 May, 2025 04:01:00 PM	09 May, 2025 07:33:48 PM	0:02:42		Internal
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624884707591			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 03:56:00 PM	12 May, 2025 04:01:00 PM	09 May, 2025 07:33:48 PM	0:02:42		Internal
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624884707591	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	12 May, 2025 03:56:00 PM	12 May, 2025 04:01:00 PM	09 May, 2025 07:33:48 PM	0:02:42		Internal
624884707591			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 03:56:00 PM	12 May, 2025 04:01:00 PM	09 May, 2025 07:33:48 PM	0:02:42		Internal
624884707591			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 03:56:00 PM	12 May, 2025 04:01:00 PM	09 May, 2025 07:33:48 PM	0:02:42		Internal
624884707591			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 03:56:00 PM	12 May, 2025 04:01:00 PM	09 May, 2025 07:33:48 PM	0:02:42		Internal
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624884707591			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 03:56:00 PM	12 May, 2025 04:01:00 PM	09 May, 2025 07:33:48 PM	0:02:42		Internal
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624884707591			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 May, 2025 03:56:00 PM	12 May, 2025 04:01:00 PM	09 May, 2025 07:33:48 PM	0:02:42		Internal
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624884707591			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 03:56:00 PM	12 May, 2025 04:01:00 PM	09 May, 2025 07:33:48 PM	0:02:42		Internal
624884707591			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 03:56:00 PM	12 May, 2025 04:01:00 PM	09 May, 2025 07:33:48 PM	0:02:42		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			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 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			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 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
623894883693			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 02:41:21 PM	12 May, 2025 04:07:10 PM	05 May, 2025 03:55:49 PM	0:02:55		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 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
624884716562	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			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		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
624884716562			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 05:48:24 PM	12 May, 2025 05:50:35 PM	09 May, 2025 08:06:16 PM	0:02:29		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
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623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
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623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		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
623894384147	[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]	03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			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 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
623894384147			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 May, 2025 05:04:08 AM	12 May, 2025 06:14:50 PM	01 May, 2025 01:11:39 PM	0:02:05		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
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624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
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624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			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 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
624884762222			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 06:15:23 PM	12 May, 2025 06:21:09 PM	10 May, 2025 03:12:49 PM	0:03:12		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		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
623894858416	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
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623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			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 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894858416			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 09:00:43 AM	12 May, 2025 06:21:44 PM	05 May, 2025 02:40:58 PM	0:02:05		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			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 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623894792121			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 12:01:03 AM	12 May, 2025 06:25:52 PM	04 May, 2025 04:32:56 PM	0:03:18		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal

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623895387464	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			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		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623895387464			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 12:00:44 PM	12 May, 2025 06:27:08 PM	07 May, 2025 09:50:16 PM	0:04:47		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			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 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894889545			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 03:32:15 AM	12 May, 2025 06:31:36 PM	05 May, 2025 03:58:00 PM	0:02:48		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 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
623894873374	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			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		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623894873374			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 04:01:29 PM	12 May, 2025 06:32:39 PM	05 May, 2025 03:15:49 PM	0:02:17		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			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		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 May, 2025 11:30:53 PM	12 May, 2025 06:44:47 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		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
624884692406	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
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624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			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 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
624884692406			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 07:24:06 PM	12 May, 2025 07:29:19 PM	09 May, 2025 06:44:34 PM	0:02:32		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
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623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
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623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
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623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			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 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894398184			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 09:04:28 PM	12 May, 2025 07:40:54 PM	01 May, 2025 01:57:12 PM	0:06:02		Internal
623894514808			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		Internal
623894514808			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		Internal
623894514808			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		Internal
623894514808			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		Internal
623894514808			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		Internal
623894514808			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		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
623894514808	[redacted]		CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		Internal
623894514808			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		Internal
623894514808			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		Internal
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623894514808			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		Internal
623894514808			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		Internal
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623894514808			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		Internal
623894514808			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		Internal
623894514808			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		Internal
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623894514808			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		Internal
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623894514808			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		02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		Internal
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623894514808			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		Internal
623894514808			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 09:03:55 AM	12 May, 2025 07:45:09 PM	01 May, 2025 08:08:27 PM	0:06:43		Internal
624884816946			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 08:38:13 PM	12 May, 2025 12:45:34 PM	0:03:29		Internal
624884816946			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 01:30:50 PM	12 May, 2025 08:38:13 PM	12 May, 2025 12:45:34 PM	0:03:29		Internal
624884816946			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 01:30:50 PM	12 May, 2025 08:38:13 PM	12 May, 2025 12:45:34 PM	0:03:29		Internal
624884816946			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 08:38:13 PM	12 May, 2025 12:45:34 PM	0:03:29		Internal
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624884816946			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 08:38:13 PM	12 May, 2025 12:45:34 PM	0:03:29		Internal
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624884816946			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 01:30:50 PM	12 May, 2025 08:38:13 PM	12 May, 2025 12:45:34 PM	0:03:29		Internal
624884816946			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 May, 2025 01:30:50 PM	12 May, 2025 08:38:13 PM	12 May, 2025 12:45:34 PM	0:03:29		Internal
624884816946			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 01:30:50 PM	12 May, 2025 08:38:13 PM	12 May, 2025 12:45:34 PM	0:03:29		Internal
624884816946			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 01:30:50 PM	12 May, 2025 08:38:13 PM	12 May, 2025 12:45:34 PM	0:03:29		Internal
624884816946			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 01:30:50 PM	12 May, 2025 08:38:13 PM	12 May, 2025 12:45:34 PM	0:03:29		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		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
624884818609	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			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 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
624884818609			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 01:30:52 PM	12 May, 2025 08:41:09 PM	12 May, 2025 12:49:19 PM	0:08:37		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			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 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623894691071			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 May, 2025 01:04:08 PM	12 May, 2025 08:59:08 PM	02 May, 2025 07:57:01 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		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
623895234061	[redacted]		CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			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		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
623895234061			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 04:00:46 AM	12 May, 2025 09:02:05 PM	07 May, 2025 12:30:17 PM	0:02:38		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			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		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884624885			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 12:17:28 PM	13 May, 2025 12:19:31 PM	09 May, 2025 02:53:57 PM	0:03:05		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 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
624884691035	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			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 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884691035			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 12:54:36 PM	13 May, 2025 01:35:14 PM	09 May, 2025 06:36:51 PM	0:05:34		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			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 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			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 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884963377			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 02:00:45 AM	13 May, 2025 01:37:20 PM	12 May, 2025 09:10:07 PM	0:04:46		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		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
624884648228	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			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	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884648228			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	13 May, 2025 02:41:58 PM	13 May, 2025 02:45:32 PM	09 May, 2025 04:12:39 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 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
624884923697	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			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 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
624884923697			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 02:29:26 PM	13 May, 2025 02:50:01 PM	12 May, 2025 06:04:55 PM	0:03:20		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			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		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
623895325757			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 03:04:29 PM	13 May, 2025 03:18:29 PM	07 May, 2025 05:42:05 PM	0:02:33		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	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
624884782001	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			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 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884782001			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 03:23:41 PM	13 May, 2025 03:26:28 PM	11 May, 2025 03:31:28 AM	0:02:45		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		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
624884790686	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			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 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
624884790686			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	13 May, 2025 03:46:44 PM	13 May, 2025 03:50:29 PM	11 May, 2025 03:45:37 PM	0:03:11		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			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 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
623895402719			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	13 May, 2025 03:59:03 PM	13 May, 2025 04:06:35 PM	08 May, 2025 09:47:39 AM	0:03:01		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		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
624884947996	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
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624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			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 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624884947996			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 03:59:59 PM	13 May, 2025 04:10:14 PM	12 May, 2025 07:17:04 PM	0:05:41		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
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624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 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
624885040312	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			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 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885040312			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 02:00:43 PM	13 May, 2025 04:15:18 PM	13 May, 2025 01:46:07 PM	0:02:12		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
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624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
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624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
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624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			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		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
624885065659			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 04:16:31 PM	13 May, 2025 04:33:26 PM	13 May, 2025 03:03:19 PM	0:03:05		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
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622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		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
622974990221	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
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622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
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622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			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		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 06:08:02 PM	13 May, 2025 05:05:52 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
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622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
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622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
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622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
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622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			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		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 06:08:02 PM	13 May, 2025 05:17:01 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 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
624884962299	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			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 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884962299			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 05:39:04 PM	13 May, 2025 05:47:53 PM	12 May, 2025 08:02:37 PM	0:03:09		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 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
624884818807	[redacted]	[redacted]	CTE_Bus_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			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		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884818807			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 06:01:18 PM	13 May, 2025 06:13:04 PM	12 May, 2025 01:02:25 PM	0:02:13		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			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		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
624884584442			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 May, 2025 06:30:46 AM	13 May, 2025 06:27:36 PM	09 May, 2025 12:16:16 PM	0:02:17		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
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623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
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623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 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
623895169028	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
623895169028			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 08:00:42 AM	13 May, 2025 06:30:23 PM	06 May, 2025 07:19:57 PM	0:03:38		Internal
624884933214			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 02:00:46 PM	13 May, 2025 06:42:05 PM	12 May, 2025 06:47:59 PM	0:04:24		Internal
624884933214			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 02:00:46 PM	13 May, 2025 06:42:05 PM	12 May, 2025 06:47:59 PM	0:04:24		Internal
624884933214			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 02:00:46 PM	13 May, 2025 06:42:05 PM	12 May, 2025 06:47:59 PM	0:04:24		Internal
624884933214			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 02:00:46 PM	13 May, 2025 06:42:05 PM	12 May, 2025 06:47:59 PM	0:04:24		Internal
624884933214			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 02:00:46 PM	13 May, 2025 06:42:05 PM	12 May, 2025 06:47:59 PM	0:04:24		Internal
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624884933214			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 May, 2025 02:00:46 PM	13 May, 2025 06:42:05 PM	12 May, 2025 06:47:59 PM	0:04:24		Internal
624884933214			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 02:00:46 PM	13 May, 2025 06:42:05 PM	12 May, 2025 06:47:59 PM	0:04:24		Internal
624884933214			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 02:00:46 PM	13 May, 2025 06:42:05 PM	12 May, 2025 06:47:59 PM	0:04:24		Internal
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624884933214			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 02:00:46 PM	13 May, 2025 06:42:05 PM	12 May, 2025 06:47:59 PM	0:04:24		Internal
624884933214			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 02:00:46 PM	13 May, 2025 06:42:05 PM	12 May, 2025 06:47:59 PM	0:04:24		Internal
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624884933214			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 02:00:46 PM	13 May, 2025 06:42:05 PM	12 May, 2025 06:47:59 PM	0:04:24		Internal
624884933214			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 02:00:46 PM	13 May, 2025 06:42:05 PM	12 May, 2025 06:47:59 PM	0:04:24		Internal
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624884933214			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 02:00:46 PM	13 May, 2025 06:42:05 PM	12 May, 2025 06:47:59 PM	0:04:24		Internal
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624884933214			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		13 May, 2025 02:00:46 PM	13 May, 2025 06:42:05 PM	12 May, 2025 06:47:59 PM	0:04:24		Internal
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623894888956			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 04:01:33 PM	13 May, 2025 06:42:40 PM	05 May, 2025 03:55:40 PM	0:05:33		Internal
623894888956			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 04:01:33 PM	13 May, 2025 06:42:40 PM	05 May, 2025 03:55:40 PM	0:05:33		Internal
623894888956			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 04:01:33 PM	13 May, 2025 06:42:40 PM	05 May, 2025 03:55:40 PM	0:05:33		Internal
623894888956			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 04:01:33 PM	13 May, 2025 06:42:40 PM	05 May, 2025 03:55:40 PM	0:05:33		Internal
623894888956			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 04:01:33 PM	13 May, 2025 06:42:40 PM	05 May, 2025 03:55:40 PM	0:05:33		Internal
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623894888956			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 04:01:33 PM	13 May, 2025 06:42:40 PM	05 May, 2025 03:55:40 PM	0:05:33		Internal
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624884959188			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 07:48:11 PM	13 May, 2025 08:24:19 PM	12 May, 2025 07:53:57 PM	0:06:25		Internal
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624884959188			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 07:48:11 PM	13 May, 2025 08:24:19 PM	12 May, 2025 07:53:57 PM	0:06:25		Internal
624884959188			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 May, 2025 07:48:11 PM	13 May, 2025 08:24:19 PM	12 May, 2025 07:53:57 PM	0:06:25		Internal
624884959188			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 07:48:11 PM	13 May, 2025 08:24:19 PM	12 May, 2025 07:53:57 PM	0:06:25		Internal
624884959188			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 07:48:11 PM	13 May, 2025 08:24:19 PM	12 May, 2025 07:53:57 PM	0:06:25		Internal
624884959188			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 07:48:11 PM	13 May, 2025 08:24:19 PM	12 May, 2025 07:53:57 PM	0:06:25		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
624884967266	[redacted]	[redacted]	CTE_Bus_Payment	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
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624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
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624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			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		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624884967266			CTE_Bus_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 May, 2025 01:43:35 PM	14 May, 2025 01:48:26 PM	12 May, 2025 08:20:13 PM	0:03:35		Internal
624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
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624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
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624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
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624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
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624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
624885166454			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 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
624885166454			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 10:00:47 PM	14 May, 2025 02:03:30 PM	13 May, 2025 08:46:01 PM	0:05:26		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal

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622974990221	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
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622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
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622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
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622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
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622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
622974990221			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	08 May, 2025 06:08:02 PM	14 May, 2025 02:43:58 PM	21 Apr, 2025 05:06:59 PM	0:08:43		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
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624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
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624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
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624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal

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624885190587	[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]	14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885190587			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 May, 2025 12:58:30 PM	14 May, 2025 03:40:39 PM	14 May, 2025 04:47:36 AM	0:02:28		Internal
624885237986			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
624885237986			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
624885237986			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
624885237986			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
624885237986			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
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624885237986			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
624885237986			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
624885237986			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
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624885237986			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
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624885237986			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
624885237986			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
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624885237986			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
624885237986			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
624885237986			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
624885237986			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 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
624885237986			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
624885237986			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
624885237986			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 May, 2025 03:39:41 PM	14 May, 2025 03:52:14 PM	14 May, 2025 02:48:50 PM	0:04:41		Internal
624884992457			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 May, 2025 03:59:56 PM	14 May, 2025 04:03:38 PM	12 May, 2025 09:58:09 PM	0:02:39		Internal
624884992457			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 May, 2025 03:59:56 PM	14 May, 2025 04:03:38 PM	12 May, 2025 09:58:09 PM	0:02:39		Internal
624884992457			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 May, 2025 03:59:56 PM	14 May, 2025 04:03:38 PM	12 May, 2025 09:58:09 PM	0:02:39		Internal
624884992457			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 May, 2025 03:59:56 PM	14 May, 2025 04:03:38 PM	12 May, 2025 09:58:09 PM	0:02:39		Internal
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624884992457	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	14 May, 2025 03:59:56 PM	14 May, 2025 04:03:38 PM	12 May, 2025 09:58:09 PM	0:02:39		Internal
624884992457			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 May, 2025 03:59:56 PM	14 May, 2025 04:03:38 PM	12 May, 2025 09:58:09 PM	0:02:39		Internal
624884992457			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 May, 2025 03:59:56 PM	14 May, 2025 04:03:38 PM	12 May, 2025 09:58:09 PM	0:02:39		Internal
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624884992457			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 May, 2025 03:59:56 PM	14 May, 2025 04:03:38 PM	12 May, 2025 09:58:09 PM	0:02:39		Internal
624884992457			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 May, 2025 03:59:56 PM	14 May, 2025 04:03:38 PM	12 May, 2025 09:58:09 PM	0:02:39		Internal
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624884992457			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 May, 2025 03:59:56 PM	14 May, 2025 04:03:38 PM	12 May, 2025 09:58:09 PM	0:02:39		Internal
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624884976592			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 May, 2025 04:11:54 PM	14 May, 2025 04:14:44 PM	12 May, 2025 08:51:18 PM	0:03:19		Internal
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624884976592			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 May, 2025 04:11:54 PM	14 May, 2025 04:14:44 PM	12 May, 2025 08:51:18 PM	0:03:19		Internal
624884976592			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 May, 2025 04:11:54 PM	14 May, 2025 04:14:44 PM	12 May, 2025 08:51:18 PM	0:03:19		Internal
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624884976592			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 May, 2025 04:11:54 PM	14 May, 2025 04:14:44 PM	12 May, 2025 08:51:18 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
624884976592	[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]	14 May, 2025 04:11:54 PM	14 May, 2025 04:14:44 PM	12 May, 2025 08:51:18 PM	0:03:19		Internal
624884976592			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 May, 2025 04:11:54 PM	14 May, 2025 04:14:44 PM	12 May, 2025 08:51:18 PM	0:03:19		Internal
624884976592			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 May, 2025 04:11:54 PM	14 May, 2025 04:14:44 PM	12 May, 2025 08:51:18 PM	0:03:19		Internal
624884976592			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 May, 2025 04:11:54 PM	14 May, 2025 04:14:44 PM	12 May, 2025 08:51:18 PM	0:03:19		Internal
624884976592			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 May, 2025 04:11:54 PM	14 May, 2025 04:14:44 PM	12 May, 2025 08:51:18 PM	0:03:19		Internal
624884976592			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 May, 2025 04:11:54 PM	14 May, 2025 04:14:44 PM	12 May, 2025 08:51:18 PM	0:03:19		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			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 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885166923			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 May, 2025 04:08:58 PM	14 May, 2025 04:19:29 PM	13 May, 2025 08:48:35 PM	0:02:23		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
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624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		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
624885211710	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			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 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624885211710			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	14 May, 2025 04:31:51 PM	14 May, 2025 04:43:37 PM	14 May, 2025 01:22:47 PM	0:05:03		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
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624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
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624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
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624884875596			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 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624884875596			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	14 May, 2025 06:00:46 AM	14 May, 2025 04:43:37 PM	12 May, 2025 03:42:02 PM	0:08:06		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 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
624885154844	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
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624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
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624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			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 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624885154844			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 May, 2025 05:30:54 PM	14 May, 2025 05:34:05 PM	13 May, 2025 08:04:55 PM	0:03:11		Internal
624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
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624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
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624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
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624884964478	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
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624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624884964478			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		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624884964478			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 May, 2025 05:41:45 PM	14 May, 2025 05:45:56 PM	12 May, 2025 08:11:06 PM	0:03:24		Internal
624885174057			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 May, 2025 06:08:36 PM	14 May, 2025 06:11:33 PM	13 May, 2025 09:22:02 PM	0:03:37		Internal
624885174057			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 May, 2025 06:08:36 PM	14 May, 2025 06:11:33 PM	13 May, 2025 09:22:02 PM	0:03:37		Internal
624885174057			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 May, 2025 06:08:36 PM	14 May, 2025 06:11:33 PM	13 May, 2025 09:22:02 PM	0:03:37		Internal
624885174057			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 May, 2025 06:08:36 PM	14 May, 2025 06:11:33 PM	13 May, 2025 09:22:02 PM	0:03:37		Internal
624885174057			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 May, 2025 06:08:36 PM	14 May, 2025 06:11:33 PM	13 May, 2025 09:22:02 PM	0:03:37		Internal
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624885174057			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 May, 2025 06:08:36 PM	14 May, 2025 06:11:33 PM	13 May, 2025 09:22:02 PM	0:03:37		Internal
624885174057			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 May, 2025 06:08:36 PM	14 May, 2025 06:11:33 PM	13 May, 2025 09:22:02 PM	0:03:37		Internal
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624885174057			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 May, 2025 06:08:36 PM	14 May, 2025 06:11:33 PM	13 May, 2025 09:22:02 PM	0:03:37		Internal
624885174057			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 May, 2025 06:08:36 PM	14 May, 2025 06:11:33 PM	13 May, 2025 09:22:02 PM	0:03:37		Internal
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624885174057			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 May, 2025 06:08:36 PM	14 May, 2025 06:11:33 PM	13 May, 2025 09:22:02 PM	0:03:37		Internal
624885174057			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 May, 2025 06:08:36 PM	14 May, 2025 06:11:33 PM	13 May, 2025 09:22:02 PM	0:03:37		Internal
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624885174057			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 May, 2025 06:08:36 PM	14 May, 2025 06:11:33 PM	13 May, 2025 09:22:02 PM	0:03:37		Internal
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624885174057			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 May, 2025 06:08:36 PM	14 May, 2025 06:11:33 PM	13 May, 2025 09:22:02 PM	0:03:37		Internal

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624885174057	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	14 May, 2025 06:08:36 PM	14 May, 2025 06:11:33 PM	13 May, 2025 09:22:02 PM	0:03:37		Internal
624885090896			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 May, 2025 06:01:23 PM	14 May, 2025 06:12:53 PM	13 May, 2025 04:26:46 PM	0:06:55		Internal
624885090896			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 May, 2025 06:01:23 PM	14 May, 2025 06:12:53 PM	13 May, 2025 04:26:46 PM	0:06:55		Internal
624885090896			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 May, 2025 06:01:23 PM	14 May, 2025 06:12:53 PM	13 May, 2025 04:26:46 PM	0:06:55		Internal
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624885090896			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 May, 2025 06:01:23 PM	14 May, 2025 06:12:53 PM	13 May, 2025 04:26:46 PM	0:06:55		Internal
624885090896			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 May, 2025 06:01:23 PM	14 May, 2025 06:12:53 PM	13 May, 2025 04:26:46 PM	0:06:55		Internal
624885090896			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 May, 2025 06:01:23 PM	14 May, 2025 06:12:53 PM	13 May, 2025 04:26:46 PM	0:06:55		Internal
624885090896			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 May, 2025 06:01:23 PM	14 May, 2025 06:12:53 PM	13 May, 2025 04:26:46 PM	0:06:55		Internal
624885090896			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 May, 2025 06:01:23 PM	14 May, 2025 06:12:53 PM	13 May, 2025 04:26:46 PM	0:06:55		Internal
624885090896			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 May, 2025 06:01:23 PM	14 May, 2025 06:12:53 PM	13 May, 2025 04:26:46 PM	0:06:55		Internal
624885090896			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 May, 2025 06:01:23 PM	14 May, 2025 06:12:53 PM	13 May, 2025 04:26:46 PM	0:06:55		Internal
624885090896			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 May, 2025 06:01:23 PM	14 May, 2025 06:12:53 PM	13 May, 2025 04:26:46 PM	0:06:55		Internal
624885090896			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 May, 2025 06:01:23 PM	14 May, 2025 06:12:53 PM	13 May, 2025 04:26:46 PM	0:06:55		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 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
624885139232	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			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	14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624885139232			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	14 May, 2025 06:19:12 PM	14 May, 2025 06:23:32 PM	13 May, 2025 07:12:33 PM	0:03:31		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
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624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			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	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884588516			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	14 May, 2025 06:49:30 PM	14 May, 2025 06:54:19 PM	09 May, 2025 12:29:38 PM	0:03:15		Internal
624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		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
624884874234	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
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624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
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624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
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624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
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624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
624884874234			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		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
624884874234			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 May, 2025 02:01:02 PM	14 May, 2025 07:04:56 PM	12 May, 2025 03:47:54 PM	0:06:53		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
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623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 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
623895416896	[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]	4 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		4 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		4 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			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		4 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		4 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		4 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
623895416896			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		4 May, 2025 07:18:52 PM	14 May, 2025 07:23:42 PM	08 May, 2025 12:59:08 PM	0:03:05		Internal
624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
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624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
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624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
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624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
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624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
624885110538			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		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
624885110538			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		5 May, 2025 11:53:45 AM	15 May, 2025 11:56:49 AM	13 May, 2025 05:32:51 PM	0:03:19		Internal
624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		5 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		5 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		5 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		5 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		5 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
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624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		5 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 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
624885212595	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	15 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
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624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
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624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885212595			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		15 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885212595			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 11:00:34 AM	15 May, 2025 12:11:50 PM	14 May, 2025 01:29:44 PM	0:03:08		Internal
624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
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624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
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624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
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624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
624885080373			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		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
624885080373			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 07:00:35 AM	15 May, 2025 01:34:23 PM	13 May, 2025 04:01:41 PM	0:06:27		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		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
624885285259	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
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624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			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		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885285259			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 02:16:32 PM	15 May, 2025 02:18:54 PM	14 May, 2025 05:31:19 PM	0:03:03		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
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624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
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624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 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
624885055355	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			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		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624885055355			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 02:27:28 PM	15 May, 2025 02:29:34 PM	13 May, 2025 02:31:21 PM	0:03:31		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			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		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884981539			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 02:14:17 PM	15 May, 2025 02:43:57 PM	12 May, 2025 09:10:48 PM	0:05:43		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		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
624884818103	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			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 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			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 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624884818103			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 01:30:55 PM	15 May, 2025 03:05:30 PM	12 May, 2025 12:57:50 PM	0:04:58		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			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		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		Internal
624885140826			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 02:34:02 PM	15 May, 2025 03:46:09 PM	13 May, 2025 07:22:10 PM	0:08:37		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
624885298101	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			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		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
624885298101			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 03:58:43 PM	15 May, 2025 04:02:36 PM	14 May, 2025 06:18:02 PM	0:03:38		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		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
623895367312	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			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		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
623895367312			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 08:00:54 PM	15 May, 2025 05:07:23 PM	07 May, 2025 08:18:15 PM	0:05:39		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
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624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
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624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
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624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			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		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
624885082341			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 03:00:38 PM	15 May, 2025 05:13:22 PM	13 May, 2025 03:57:41 PM	0:05:10		Internal
623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		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
623895058315	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
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623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
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623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
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623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
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623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
623895058315			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	06 May, 2025 03:30:55 PM	15 May, 2025 05:25:11 PM	06 May, 2025 01:39:28 PM	0:06:42		Internal
623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
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623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
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623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
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623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
623894866039			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 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
623894866039			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 04:01:31 PM	15 May, 2025 05:37:26 PM	05 May, 2025 03:00:25 PM	0:02:22		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
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624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			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		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
624885378731			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 04:22:49 PM	15 May, 2025 05:42:40 PM	15 May, 2025 12:19:31 PM	0:05:49		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 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
623894470569	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
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623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			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 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
623894470569			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 May, 2025 05:04:41 PM	15 May, 2025 05:54:28 PM	01 May, 2025 05:46:09 PM	0:02:56		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
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624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
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624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
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624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			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		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885418915			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 03:00:38 PM	15 May, 2025 06:11:17 PM	15 May, 2025 02:53:15 PM	0:03:34		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal

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624885286553	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			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		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885286553			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 06:12:18 PM	15 May, 2025 06:20:03 PM	14 May, 2025 05:35:28 PM	0:04:20		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 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
624885086442	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			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		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885086442			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 06:12:25 PM	15 May, 2025 06:32:14 PM	13 May, 2025 04:11:12 PM	0:03:57		Internal
624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
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624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
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624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
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624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
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624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
624885097857			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		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
624885097857			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 06:54:16 PM	15 May, 2025 07:05:08 PM	13 May, 2025 04:48:30 PM	0:04:38		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 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
623895098970	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
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623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
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623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
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623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			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		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895098970			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 07:23:17 PM	15 May, 2025 07:26:51 PM	06 May, 2025 03:35:49 PM	0:03:19		Internal
623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
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623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
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623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 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
623895296961	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
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623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895296961			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 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895296961			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 May, 2025 01:30:57 AM	15 May, 2025 08:21:39 PM	07 May, 2025 04:08:41 PM	0:04:32		Internal
623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
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623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
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623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
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623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
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623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
623895097891			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 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
623895097891			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 09:00:51 PM	16 May, 2025 02:33:42 PM	06 May, 2025 03:21:39 PM	0:08:33		Internal
624885518179			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 May, 2025 01:59:38 PM	16 May, 2025 02:36:19 PM	15 May, 2025 08:46:59 PM	0:03:13		Internal
624885518179			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 May, 2025 01:59:38 PM	16 May, 2025 02:36:19 PM	15 May, 2025 08:46:59 PM	0:03:13		Internal
624885518179			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 May, 2025 01:59:38 PM	16 May, 2025 02:36:19 PM	15 May, 2025 08:46:59 PM	0:03:13		Internal
624885518179			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 May, 2025 01:59:38 PM	16 May, 2025 02:36:19 PM	15 May, 2025 08:46:59 PM	0:03:13		Internal
624885518179			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 May, 2025 01:59:38 PM	16 May, 2025 02:36:19 PM	15 May, 2025 08:46:59 PM	0:03:13		Internal
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624885518179			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 May, 2025 01:59:38 PM	16 May, 2025 02:36:19 PM	15 May, 2025 08:46:59 PM	0:03:13		Internal
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624885518179			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 May, 2025 01:59:38 PM	16 May, 2025 02:36:19 PM	15 May, 2025 08:46:59 PM	0:03:13		Internal
624885518179			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 May, 2025 01:59:38 PM	16 May, 2025 02:36:19 PM	15 May, 2025 08:46:59 PM	0:03:13		Internal
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624885518179			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 May, 2025 01:59:38 PM	16 May, 2025 02:36:19 PM	15 May, 2025 08:46:59 PM	0:03:13		Internal
624885518179			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 May, 2025 01:59:38 PM	16 May, 2025 02:36:19 PM	15 May, 2025 08:46:59 PM	0:03:13		Internal

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624885518179	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	16 May, 2025 01:59:38 PM	16 May, 2025 02:36:19 PM	15 May, 2025 08:46:59 PM	0:03:13		Internal
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624885518179			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 May, 2025 01:59:38 PM	16 May, 2025 02:36:19 PM	15 May, 2025 08:46:59 PM	0:03:13		Internal
624885518179			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 May, 2025 01:59:38 PM	16 May, 2025 02:36:19 PM	15 May, 2025 08:46:59 PM	0:03:13		Internal
624885518179			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 May, 2025 01:59:38 PM	16 May, 2025 02:36:19 PM	15 May, 2025 08:46:59 PM	0:03:13		Internal
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624885518179			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 May, 2025 01:59:38 PM	16 May, 2025 02:36:19 PM	15 May, 2025 08:46:59 PM	0:03:13		Internal
624885518179			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 May, 2025 01:59:38 PM	16 May, 2025 02:36:19 PM	15 May, 2025 08:46:59 PM	0:03:13		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
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624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
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624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			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 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624884886495			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 09:30:52 PM	16 May, 2025 02:43:58 PM	12 May, 2025 04:11:34 PM	0:07:14		Internal
624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
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624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
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624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
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624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
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624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
624885529079			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		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
624885529079			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 May, 2025 02:03:59 PM	16 May, 2025 02:46:39 PM	15 May, 2025 09:40:00 PM	0:08:48		Internal
623894781223			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 May, 2025 09:03:44 AM	16 May, 2025 03:16:10 PM	04 May, 2025 08:14:16 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
623894781223	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	04 May, 2025 09:03:44 AM	16 May, 2025 03:16:10 PM	04 May, 2025 08:14:16 AM	0:04:43		Internal
623894781223			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 May, 2025 09:03:44 AM	16 May, 2025 03:16:10 PM	04 May, 2025 08:14:16 AM	0:04:43		Internal
623894781223			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 May, 2025 09:03:44 AM	16 May, 2025 03:16:10 PM	04 May, 2025 08:14:16 AM	0:04:43		Internal
623894781223			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 May, 2025 09:03:44 AM	16 May, 2025 03:16:10 PM	04 May, 2025 08:14:16 AM	0:04:43		Internal
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623894781223			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 May, 2025 09:03:44 AM	16 May, 2025 03:16:10 PM	04 May, 2025 08:14:16 AM	0:04:43		Internal
623894781223			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 May, 2025 09:03:44 AM	16 May, 2025 03:16:10 PM	04 May, 2025 08:14:16 AM	0:04:43		Internal
623894781223			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 May, 2025 09:03:44 AM	16 May, 2025 03:16:10 PM	04 May, 2025 08:14:16 AM	0:04:43		Internal
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623894781223			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 May, 2025 09:03:44 AM	16 May, 2025 03:16:10 PM	04 May, 2025 08:14:16 AM	0:04:43		Internal
623894781223			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 May, 2025 09:03:44 AM	16 May, 2025 03:16:10 PM	04 May, 2025 08:14:16 AM	0:04:43		Internal
623894781223			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 May, 2025 09:03:44 AM	16 May, 2025 03:16:10 PM	04 May, 2025 08:14:16 AM	0:04:43		Internal
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623894781223			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 May, 2025 09:03:44 AM	16 May, 2025 03:16:10 PM	04 May, 2025 08:14:16 AM	0:04:43		Internal
623894781223			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 May, 2025 09:03:44 AM	16 May, 2025 03:16:10 PM	04 May, 2025 08:14:16 AM	0:04:43		Internal
623894781223			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 May, 2025 09:03:44 AM	16 May, 2025 03:16:10 PM	04 May, 2025 08:14:16 AM	0:04:43		Internal
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623894781223			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 May, 2025 09:03:44 AM	16 May, 2025 03:16:10 PM	04 May, 2025 08:14:16 AM	0:04:43		Internal
623894781223			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 May, 2025 09:03:44 AM	16 May, 2025 03:16:10 PM	04 May, 2025 08:14:16 AM	0:04:43		Internal
623894781223			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 May, 2025 09:03:44 AM	16 May, 2025 03:16:10 PM	04 May, 2025 08:14:16 AM	0:04:43		Internal
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624885169368			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 10:00:48 PM	16 May, 2025 03:25:32 PM	13 May, 2025 08:56:52 PM	0:06:11		Internal
624885169368			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 10:00:48 PM	16 May, 2025 03:25:32 PM	13 May, 2025 08:56:52 PM	0:06:11		Internal
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624885169368			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 10:00:48 PM	16 May, 2025 03:25:32 PM	13 May, 2025 08:56:52 PM	0:06:11		Internal
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624885169368			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 10:00:48 PM	16 May, 2025 03:25:32 PM	13 May, 2025 08:56:52 PM	0:06:11		Internal
624885169368			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 10:00:48 PM	16 May, 2025 03:25:32 PM	13 May, 2025 08:56:52 PM	0:06:11		Internal
624885169368			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 May, 2025 10:00:48 PM	16 May, 2025 03:25:32 PM	13 May, 2025 08:56:52 PM	0:06:11		Internal
624885169368			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 May, 2025 10:00:48 PM	16 May, 2025 03:25:32 PM	13 May, 2025 08:56:52 PM	0:06:11		Internal
624885169368			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 10:00:48 PM	16 May, 2025 03:25:32 PM	13 May, 2025 08:56:52 PM	0:06:11		Internal
624885169368			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 May, 2025 10:00:48 PM	16 May, 2025 03:25:32 PM	13 May, 2025 08:56:52 PM	0:06:11		Internal
624885169368			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 10:00:48 PM	16 May, 2025 03:25:32 PM	13 May, 2025 08:56:52 PM	0:06:11		Internal
624885169368			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		13 May, 2025 10:00:48 PM	16 May, 2025 03:25:32 PM	13 May, 2025 08:56:52 PM	0:06:11		Internal
624885169368			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 10:00:48 PM	16 May, 2025 03:25:32 PM	13 May, 2025 08:56:52 PM	0:06:11		Internal
624885169368			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 10:00:48 PM	16 May, 2025 03:25:32 PM	13 May, 2025 08:56:52 PM	0:06:11		Internal
624885169368			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 10:00:48 PM	16 May, 2025 03:25:32 PM	13 May, 2025 08:56:52 PM	0:06:11		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 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
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			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 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
623894799271			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 May, 2025 09:01:22 PM	16 May, 2025 03:32:19 PM	04 May, 2025 08:33:34 PM	0:02:35		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 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
624885342291	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			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		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
624885342291			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 May, 2025 03:47:22 PM	16 May, 2025 03:50:33 PM	14 May, 2025 08:28:54 PM	0:03:46		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			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 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
623894885291			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 04:01:31 PM	16 May, 2025 04:02:43 PM	05 May, 2025 03:45:13 PM	0:09:37		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 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
624885235387	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
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624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
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624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			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		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885235387			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 May, 2025 04:03:51 PM	16 May, 2025 04:07:44 PM	14 May, 2025 02:40:35 PM	0:02:52		Internal
624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
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624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
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624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
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624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
624885496886			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		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 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
624885496886	[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]	16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
624885496886			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 May, 2025 04:01:05 PM	16 May, 2025 04:32:21 PM	15 May, 2025 07:27:29 PM	0:04:42		Internal
624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
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624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
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624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
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624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
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624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
624885305034			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 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
624885305034			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 May, 2025 04:24:22 PM	16 May, 2025 04:37:51 PM	14 May, 2025 06:41:26 PM	0:03:22		Internal
624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
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624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		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
624885356901	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
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624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885356901			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		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885356901			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 May, 2025 04:00:57 AM	16 May, 2025 06:17:53 PM	14 May, 2025 10:05:51 PM	0:07:36		Internal
624885343132			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 07:00:41 PM	16 May, 2025 09:02:36 PM	14 May, 2025 08:33:55 PM	0:02:26		Internal
624885343132			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 07:00:41 PM	16 May, 2025 09:02:36 PM	14 May, 2025 08:33:55 PM	0:02:26		Internal
624885343132			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 07:00:41 PM	16 May, 2025 09:02:36 PM	14 May, 2025 08:33:55 PM	0:02:26		Internal
624885343132			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 07:00:41 PM	16 May, 2025 09:02:36 PM	14 May, 2025 08:33:55 PM	0:02:26		Internal
624885343132			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 07:00:41 PM	16 May, 2025 09:02:36 PM	14 May, 2025 08:33:55 PM	0:02:26		Internal
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624885343132			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 May, 2025 07:00:41 PM	16 May, 2025 09:02:36 PM	14 May, 2025 08:33:55 PM	0:02:26		Internal
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624885343132			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 07:00:41 PM	16 May, 2025 09:02:36 PM	14 May, 2025 08:33:55 PM	0:02:26		Internal
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624885343132			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		15 May, 2025 07:00:41 PM	16 May, 2025 09:02:36 PM	14 May, 2025 08:33:55 PM	0:02:26		Internal
624885343132			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 07:00:41 PM	16 May, 2025 09:02:36 PM	14 May, 2025 08:33:55 PM	0:02:26		Internal
624885343132			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 07:00:41 PM	16 May, 2025 09:02:36 PM	14 May, 2025 08:33:55 PM	0:02:26		Internal
624885343132			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 07:00:41 PM	16 May, 2025 09:02:36 PM	14 May, 2025 08:33:55 PM	0:02:26		Internal
623895059401			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 May, 2025 10:13:46 PM	17 May, 2025 10:20:36 PM	06 May, 2025 01:27:44 PM	0:04:01		Internal
623895059401			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 May, 2025 10:13:46 PM	17 May, 2025 10:20:36 PM	06 May, 2025 01:27:44 PM	0:04:01		Internal
623895059401			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 May, 2025 10:13:46 PM	17 May, 2025 10:20:36 PM	06 May, 2025 01:27:44 PM	0:04:01		Internal
623895059401			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 May, 2025 10:13:46 PM	17 May, 2025 10:20:36 PM	06 May, 2025 01:27:44 PM	0:04:01		Internal
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623895059401			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 May, 2025 10:13:46 PM	17 May, 2025 10:20:36 PM	06 May, 2025 01:27:44 PM	0:04:01		Internal
623895059401			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 May, 2025 10:13:46 PM	17 May, 2025 10:20:36 PM	06 May, 2025 01:27:44 PM	0:04:01		Internal
623895059401			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 May, 2025 10:13:46 PM	17 May, 2025 10:20:36 PM	06 May, 2025 01:27:44 PM	0:04:01		Internal
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623895059401			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 May, 2025 10:13:46 PM	17 May, 2025 10:20:36 PM	06 May, 2025 01:27:44 PM	0:04:01		Internal
623895059401			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 May, 2025 10:13:46 PM	17 May, 2025 10:20:36 PM	06 May, 2025 01:27:44 PM	0:04:01		Internal
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623895059401	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	17 May, 2025 10:13:46 PM	17 May, 2025 10:20:36 PM	06 May, 2025 01:27:44 PM	0:04:01		Internal
623895059401			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 May, 2025 10:13:46 PM	17 May, 2025 10:20:36 PM	06 May, 2025 01:27:44 PM	0:04:01		Internal
623895059401			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 May, 2025 10:13:46 PM	17 May, 2025 10:20:36 PM	06 May, 2025 01:27:44 PM	0:04:01		Internal
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623895059401			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 May, 2025 10:13:46 PM	17 May, 2025 10:20:36 PM	06 May, 2025 01:27:44 PM	0:04:01		Internal
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624885595988			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 May, 2025 10:39:06 PM	17 May, 2025 10:59:49 PM	16 May, 2025 03:14:11 PM	0:05:29		Internal
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624885595988			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 May, 2025 10:39:06 PM	17 May, 2025 10:59:49 PM	16 May, 2025 03:14:11 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
624885595988			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 May, 2025 10:39:06 PM	17 May, 2025 10:59:49 PM	16 May, 2025 03:14:11 PM	0:05:29		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			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 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
623894914314			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 May, 2025 11:11:31 PM	17 May, 2025 11:28:56 PM	05 May, 2025 04:48:19 PM	0:04:11		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		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
624885215748	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			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		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885215748			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 11:00:38 PM	18 May, 2025 10:19:59 PM	14 May, 2025 01:35:29 PM	0:07:18		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			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		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885178223			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 07:00:36 AM	18 May, 2025 10:27:37 PM	13 May, 2025 09:47:02 PM	0:09:49		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		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
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			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		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885032290			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 May, 2025 10:00:49 AM	18 May, 2025 10:37:33 PM	13 May, 2025 01:20:31 PM	0:04:01		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			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 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624885113218			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 06:00:52 PM	18 May, 2025 10:42:26 PM	13 May, 2025 05:42:51 PM	0:02:29		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 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
624884906514	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			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 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884906514			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 02:00:43 AM	18 May, 2025 10:50:12 PM	12 May, 2025 05:25:06 PM	0:02:30		Internal
624884818404			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884818404			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884818404			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884818404			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884818404			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884818404			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884818404			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884818404			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884818404			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884818404			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884818404			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884818404			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884818404			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884818404			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884818404			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		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884818404			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884818404			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884818404			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 May, 2025 01:30:52 PM	18 May, 2025 10:56:13 PM	12 May, 2025 12:50:02 PM	0:02:34		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 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
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			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		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
624884584026			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 May, 2025 05:30:48 PM	18 May, 2025 11:05:08 PM	09 May, 2025 12:07:14 PM	0:04:26		Internal
623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
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623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
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623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
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623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
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623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
623895546799			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 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
623895546799			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 May, 2025 05:30:39 AM	18 May, 2025 11:12:23 PM	08 May, 2025 08:37:40 PM	0:03:29		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
624885536746	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
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624885536746			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 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885536746			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 May, 2025 04:00:55 AM	19 May, 2025 12:30:55 PM	15 May, 2025 11:02:49 PM	0:02:11		Internal
624885751582			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 May, 2025 04:30:48 PM	19 May, 2025 12:54:48 PM	18 May, 2025 04:03:56 PM	0:04:13		Internal
624885751582			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 May, 2025 04:30:48 PM	19 May, 2025 12:54:48 PM	18 May, 2025 04:03:56 PM	0:04:13		Internal
624885751582			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 May, 2025 04:30:48 PM	19 May, 2025 12:54:48 PM	18 May, 2025 04:03:56 PM	0:04:13		Internal
624885751582			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 May, 2025 04:30:48 PM	19 May, 2025 12:54:48 PM	18 May, 2025 04:03:56 PM	0:04:13		Internal
624885751582			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 May, 2025 04:30:48 PM	19 May, 2025 12:54:48 PM	18 May, 2025 04:03:56 PM	0:04:13		Internal
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624885751582			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 May, 2025 04:30:48 PM	19 May, 2025 12:54:48 PM	18 May, 2025 04:03:56 PM	0:04:13		Internal
624885751582			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 May, 2025 04:30:48 PM	19 May, 2025 12:54:48 PM	18 May, 2025 04:03:56 PM	0:04:13		Internal
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624885751582			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 May, 2025 04:30:48 PM	19 May, 2025 12:54:48 PM	18 May, 2025 04:03:56 PM	0:04:13		Internal
624885751582			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 May, 2025 04:30:48 PM	19 May, 2025 12:54:48 PM	18 May, 2025 04:03:56 PM	0:04:13		Internal
624885751582			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 May, 2025 04:30:48 PM	19 May, 2025 12:54:48 PM	18 May, 2025 04:03:56 PM	0:04:13		Internal
624885751582			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 May, 2025 04:30:48 PM	19 May, 2025 12:54:48 PM	18 May, 2025 04:03:56 PM	0:04:13		Internal
624885751582			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 May, 2025 04:30:48 PM	19 May, 2025 12:54:48 PM	18 May, 2025 04:03:56 PM	0:04:13		Internal
624885751582			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 May, 2025 04:30:48 PM	19 May, 2025 12:54:48 PM	18 May, 2025 04:03:56 PM	0:04:13		Internal
624885751582			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 May, 2025 04:30:48 PM	19 May, 2025 12:54:48 PM	18 May, 2025 04:03:56 PM	0:04:13		Internal
624885751582			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 May, 2025 04:30:48 PM	19 May, 2025 12:54:48 PM	18 May, 2025 04:03:56 PM	0:04:13		Internal
624885751582			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 May, 2025 04:30:48 PM	19 May, 2025 12:54:48 PM	18 May, 2025 04:03:56 PM	0:04:13		Internal
624885751582			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 May, 2025 04:30:48 PM	19 May, 2025 12:54:48 PM	18 May, 2025 04:03:56 PM	0:04:13		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 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
624885530177	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			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		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
624885530177			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 May, 2025 08:00:50 AM	19 May, 2025 01:50:44 PM	15 May, 2025 09:44:51 PM	0:05:17		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 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
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			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 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
623895068194			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 05:00:41 AM	19 May, 2025 02:34:30 PM	06 May, 2025 02:10:13 PM	0:05:27		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			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 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			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 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885806369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 02:37:25 PM	19 May, 2025 02:49:00 PM	19 May, 2025 02:22:03 PM	0:04:12		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 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
624885693651	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			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 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885693651			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 02:27:56 PM	19 May, 2025 03:01:41 PM	16 May, 2025 09:49:05 PM	0:04:44		Internal
624885806019			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
624885806019			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
624885806019			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
624885806019			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
624885806019			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
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624885806019			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
624885806019			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
624885806019			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
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624885806019			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
624885806019			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
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624885806019			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
624885806019			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
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624885806019			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
624885806019			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 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
624885806019			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
624885806019			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 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
624885806019			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
624885806019			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
624885806019			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 02:50:19 PM	19 May, 2025 03:12:23 PM	19 May, 2025 02:21:31 PM	0:03:52		Internal
624885604653			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
624885604653			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
624885604653			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
624885604653			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
624885604653			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
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624885604653			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
624885604653			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
624885604653			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
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624885604653			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 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
624885604653	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
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624885604653			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
624885604653			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
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624885604653			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
624885604653			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
624885604653			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
624885604653			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 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
624885604653			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
624885604653			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
624885604653			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 03:19:22 PM	19 May, 2025 03:24:19 PM	16 May, 2025 03:44:22 PM	0:05:21		Internal
623894944963			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 07:30:56 PM	19 May, 2025 03:27:18 PM	05 May, 2025 06:33:38 PM	0:09:02		Internal
623894944963			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 07:30:56 PM	19 May, 2025 03:27:18 PM	05 May, 2025 06:33:38 PM	0:09:02		Internal
623894944963			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 07:30:56 PM	19 May, 2025 03:27:18 PM	05 May, 2025 06:33:38 PM	0:09:02		Internal
623894944963			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 07:30:56 PM	19 May, 2025 03:27:18 PM	05 May, 2025 06:33:38 PM	0:09:02		Internal
623894944963			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 07:30:56 PM	19 May, 2025 03:27:18 PM	05 May, 2025 06:33:38 PM	0:09:02		Internal
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623894944963			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 07:30:56 PM	19 May, 2025 03:27:18 PM	05 May, 2025 06:33:38 PM	0:09:02		Internal
623894944963			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 07:30:56 PM	19 May, 2025 03:27:18 PM	05 May, 2025 06:33:38 PM	0:09:02		Internal
623894944963			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 07:30:56 PM	19 May, 2025 03:27:18 PM	05 May, 2025 06:33:38 PM	0:09:02		Internal
623894944963			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 07:30:56 PM	19 May, 2025 03:27:18 PM	05 May, 2025 06:33:38 PM	0:09:02		Internal
623894944963			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 May, 2025 07:30:56 PM	19 May, 2025 03:27:18 PM	05 May, 2025 06:33:38 PM	0:09:02		Internal
623894944963			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 May, 2025 07:30:56 PM	19 May, 2025 03:27:18 PM	05 May, 2025 06:33:38 PM	0:09:02		Internal
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623894944963			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 May, 2025 07:30:56 PM	19 May, 2025 03:27:18 PM	05 May, 2025 06:33:38 PM	0:09:02		Internal
623894944963			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 May, 2025 07:30:56 PM	19 May, 2025 03:27:18 PM	05 May, 2025 06:33:38 PM	0:09:02		Internal
623894944963			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 May, 2025 07:30:56 PM	19 May, 2025 03:27:18 PM	05 May, 2025 06:33:38 PM	0:09:02		Internal
623894944963			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 May, 2025 07:30:56 PM	19 May, 2025 03:27:18 PM	05 May, 2025 06:33:38 PM	0:09:02		Internal
623894944963			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 May, 2025 07:30:56 PM	19 May, 2025 03:27:18 PM	05 May, 2025 06:33:38 PM	0:09:02		Internal
623894944963			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 May, 2025 07:30:56 PM	19 May, 2025 03:27:18 PM	05 May, 2025 06:33:38 PM	0:09:02		Internal
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624885764710			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 06:30:46 AM	19 May, 2025 03:35:40 PM	19 May, 2025 06:03:18 AM	0:07:02		Internal
624885764710			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 06:30:46 AM	19 May, 2025 03:35:40 PM	19 May, 2025 06:03:18 AM	0:07:02		Internal
624885764710			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 06:30:46 AM	19 May, 2025 03:35:40 PM	19 May, 2025 06:03:18 AM	0:07:02		Internal
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624885764710			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 06:30:46 AM	19 May, 2025 03:35:40 PM	19 May, 2025 06:03:18 AM	0:07:02		Internal
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624885764710			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 06:30:46 AM	19 May, 2025 03:35:40 PM	19 May, 2025 06:03:18 AM	0:07:02		Internal
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624885764710			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 06:30:46 AM	19 May, 2025 03:35:40 PM	19 May, 2025 06:03:18 AM	0:07:02		Internal
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624885624853			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 May, 2025 03:31:18 PM	19 May, 2025 03:39:53 PM	16 May, 2025 05:00:42 PM	0:03:01		Internal
624885624853			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 May, 2025 03:31:18 PM	19 May, 2025 03:39:53 PM	16 May, 2025 05:00:42 PM	0:03:01		Internal
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624885609345			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 03:38:53 PM	19 May, 2025 03:42:05 PM	16 May, 2025 04:03:24 PM	0:03:21		Internal
624885609345			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 03:38:53 PM	19 May, 2025 03:42:05 PM	16 May, 2025 04:03:24 PM	0:03:21		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			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		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885819758			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 03:23:36 PM	19 May, 2025 03:42:37 PM	19 May, 2025 02:46:50 PM	0:05:37		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 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
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
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624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			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 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885792548			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 03:43:10 PM	19 May, 2025 04:01:23 PM	19 May, 2025 01:45:39 PM	0:05:14		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		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
624885648304	[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]	19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
624885648304			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 03:34:05 PM	19 May, 2025 04:03:52 PM	16 May, 2025 06:30:10 PM	0:06:08		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
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623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
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623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			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 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623893984398			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 May, 2025 07:03:55 PM	19 May, 2025 04:44:46 PM	28 Apr, 2025 09:37:01 PM	0:03:36		Internal
623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
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623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
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623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal

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623895391680	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
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623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
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623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
623895391680			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 04:17:51 PM	19 May, 2025 05:46:39 PM	07 May, 2025 10:11:26 PM	0:03:42		Internal
624885630005			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 06:01:38 PM	19 May, 2025 06:04:38 PM	16 May, 2025 05:19:18 PM	0:03:03		Internal
624885630005			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 06:01:38 PM	19 May, 2025 06:04:38 PM	16 May, 2025 05:19:18 PM	0:03:03		Internal
624885630005			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 06:01:38 PM	19 May, 2025 06:04:38 PM	16 May, 2025 05:19:18 PM	0:03:03		Internal
624885630005			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 06:01:38 PM	19 May, 2025 06:04:38 PM	16 May, 2025 05:19:18 PM	0:03:03		Internal
624885630005			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 06:01:38 PM	19 May, 2025 06:04:38 PM	16 May, 2025 05:19:18 PM	0:03:03		Internal
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624885630005			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 06:01:38 PM	19 May, 2025 06:04:38 PM	16 May, 2025 05:19:18 PM	0:03:03		Internal
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624885630005			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 06:01:38 PM	19 May, 2025 06:04:38 PM	16 May, 2025 05:19:18 PM	0:03:03		Internal
624885630005			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 06:01:38 PM	19 May, 2025 06:04:38 PM	16 May, 2025 05:19:18 PM	0:03:03		Internal
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624885630005	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	19 May, 2025 06:01:38 PM	19 May, 2025 06:04:38 PM	16 May, 2025 05:19:18 PM	0:03:03		Internal
624885630005			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 06:01:38 PM	19 May, 2025 06:04:38 PM	16 May, 2025 05:19:18 PM	0:03:03		Internal
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624885630005			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 06:01:38 PM	19 May, 2025 06:04:38 PM	16 May, 2025 05:19:18 PM	0:03:03		Internal
623894838114			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 06:12:02 PM	19 May, 2025 06:26:45 PM	05 May, 2025 01:23:24 PM	0:04:49		Internal
623894838114			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 06:12:02 PM	19 May, 2025 06:26:45 PM	05 May, 2025 01:23:24 PM	0:04:49		Internal
623894838114			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 06:12:02 PM	19 May, 2025 06:26:45 PM	05 May, 2025 01:23:24 PM	0:04:49		Internal
623894838114			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 06:12:02 PM	19 May, 2025 06:26:45 PM	05 May, 2025 01:23:24 PM	0:04:49		Internal
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623894838114			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 06:12:02 PM	19 May, 2025 06:26:45 PM	05 May, 2025 01:23:24 PM	0:04:49		Internal
623894838114			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		19 May, 2025 06:12:02 PM	19 May, 2025 06:26:45 PM	05 May, 2025 01:23:24 PM	0:04:49		Internal
623894838114			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 06:12:02 PM	19 May, 2025 06:26:45 PM	05 May, 2025 01:23:24 PM	0:04:49		Internal
623894838114			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 06:12:02 PM	19 May, 2025 06:26:45 PM	05 May, 2025 01:23:24 PM	0:04:49		Internal
623894838114			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 06:12:02 PM	19 May, 2025 06:26:45 PM	05 May, 2025 01:23:24 PM	0:04:49		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		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
623894966387	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			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 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623894966387			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 05:00:52 PM	19 May, 2025 06:32:52 PM	05 May, 2025 07:33:01 PM	0:05:18		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			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		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895381792			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 12:00:52 AM	19 May, 2025 06:39:33 PM	07 May, 2025 09:12:31 PM	0:04:08		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 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
623895175410	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			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		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
623895175410			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 06:46:22 PM	19 May, 2025 06:53:03 PM	06 May, 2025 07:29:58 PM	0:05:01		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		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
624885365877	[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]	19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
624885365877			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 07:10:31 PM	19 May, 2025 07:14:51 PM	14 May, 2025 11:59:19 PM	0:03:32		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
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623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			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 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895299845			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 07:14:54 PM	19 May, 2025 07:24:55 PM	07 May, 2025 04:18:11 PM	0:08:50		Internal
623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
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623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
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623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
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623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
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623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 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
623895154765	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
623895154765			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		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
623895154765			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 09:00:42 AM	19 May, 2025 08:22:16 PM	06 May, 2025 06:40:38 PM	0:06:38		Internal
624884693610			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
624884693610			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
624884693610			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
624884693610			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
624884693610			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
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624884693610			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
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624884693610			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
624884693610			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
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624884693610			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
624884693610			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
624884693610			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
624884693610			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
624884693610			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
624884693610			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
624884693610			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 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
624884693610			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
624884693610			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
624884693610			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 May, 2025 11:59:29 AM	20 May, 2025 12:20:17 PM	09 May, 2025 06:43:03 PM	0:03:23		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	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
624885006938	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			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 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885006938			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 May, 2025 12:24:08 PM	20 May, 2025 12:27:42 PM	13 May, 2025 03:56:58 AM	0:03:04		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
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624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
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624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
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624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			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		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885805330			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 02:31:02 PM	20 May, 2025 12:39:11 PM	19 May, 2025 02:21:29 PM	0:06:41		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal

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624885622025	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
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624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
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624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			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 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885622025			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 May, 2025 12:39:11 PM	20 May, 2025 12:41:35 PM	16 May, 2025 04:48:47 PM	0:03:31		Internal
624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
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624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
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624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
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624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		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
624885649321	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885649321			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		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885649321			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 May, 2025 03:31:18 AM	20 May, 2025 12:49:55 PM	16 May, 2025 06:36:33 PM	0:07:13		Internal
624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
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624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
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624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
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624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
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624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
624885035340			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		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
624885035340			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 11:00:36 AM	20 May, 2025 01:01:51 PM	13 May, 2025 01:33:45 PM	0:04:17		Internal
624885083303			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
624885083303			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
624885083303			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
624885083303			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
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624885083303			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
624885083303			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
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624885083303			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
624885083303			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
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624885083303			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
624885083303			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
624885083303			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 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
624885083303	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
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624885083303			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
624885083303			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
624885083303			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
624885083303			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 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
624885083303			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
624885083303			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
624885083303			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 May, 2025 01:06:37 PM	20 May, 2025 01:12:47 PM	13 May, 2025 04:01:12 PM	0:02:57		Internal
623895015266			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 12:39:44 PM	20 May, 2025 01:13:30 PM	05 May, 2025 09:38:33 PM	0:02:38		Internal
623895015266			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 12:39:44 PM	20 May, 2025 01:13:30 PM	05 May, 2025 09:38:33 PM	0:02:38		Internal
623895015266			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 12:39:44 PM	20 May, 2025 01:13:30 PM	05 May, 2025 09:38:33 PM	0:02:38		Internal
623895015266			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 May, 2025 12:39:44 PM	20 May, 2025 01:13:30 PM	05 May, 2025 09:38:33 PM	0:02:38		Internal
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623895015266			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 12:39:44 PM	20 May, 2025 01:13:30 PM	05 May, 2025 09:38:33 PM	0:02:38		Internal
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623895015266			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 May, 2025 12:39:44 PM	20 May, 2025 01:13:30 PM	05 May, 2025 09:38:33 PM	0:02:38		Internal
623895015266			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 May, 2025 12:39:44 PM	20 May, 2025 01:13:30 PM	05 May, 2025 09:38:33 PM	0:02:38		Internal
623895015266			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 May, 2025 12:39:44 PM	20 May, 2025 01:13:30 PM	05 May, 2025 09:38:33 PM	0:02:38		Internal
623895015266			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 May, 2025 12:39:44 PM	20 May, 2025 01:13:30 PM	05 May, 2025 09:38:33 PM	0:02:38		Internal
623895015266			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 12:39:44 PM	20 May, 2025 01:13:30 PM	05 May, 2025 09:38:33 PM	0:02:38		Internal
623895015266			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 May, 2025 12:39:44 PM	20 May, 2025 01:13:30 PM	05 May, 2025 09:38:33 PM	0:02:38		Internal
623895015266			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 12:39:44 PM	20 May, 2025 01:13:30 PM	05 May, 2025 09:38:33 PM	0:02:38		Internal
623895015266			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 May, 2025 12:39:44 PM	20 May, 2025 01:13:30 PM	05 May, 2025 09:38:33 PM	0:02:38		Internal
623895015266			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 May, 2025 12:39:44 PM	20 May, 2025 01:13:30 PM	05 May, 2025 09:38:33 PM	0:02:38		Internal
623895015266			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 12:39:44 PM	20 May, 2025 01:13:30 PM	05 May, 2025 09:38:33 PM	0:02:38		Internal
623895015266			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 May, 2025 12:39:44 PM	20 May, 2025 01:13:30 PM	05 May, 2025 09:38:33 PM	0:02:38		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 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
624885782070	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			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 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624885782070			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 05:50:22 PM	20 May, 2025 01:19:38 PM	19 May, 2025 01:11:30 PM	0:06:09		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 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
624884832264	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			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 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624884832264			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 May, 2025 01:26:10 PM	20 May, 2025 01:30:05 PM	12 May, 2025 01:35:44 PM	0:03:53		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
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624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			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		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 PM	0:04:02		Internal
624885318364			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 May, 2025 01:32:10 PM	20 May, 2025 02:48:17 PM	14 May, 2025 07:12:16 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
624885803557	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
624885803557			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
624885803557			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
624885803557			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
624885803557			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
624885803557			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
624885803557			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
624885803557			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
624885803557			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
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624885803557			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
624885803557			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
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624885803557			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
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624885803557			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
624885803557			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
624885803557			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
624885803557			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		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
624885803557			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
624885803557			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
624885803557			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		0 May, 2025 03:43:31 PM	20 May, 2025 03:51:03 PM	19 May, 2025 01:56:04 PM	0:03:13		Internal
624885862314			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		0 May, 2025 03:31:11 AM	20 May, 2025 03:55:59 PM	19 May, 2025 05:04:07 PM	0:04:43		Internal
624885862314			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		0 May, 2025 03:31:11 AM	20 May, 2025 03:55:59 PM	19 May, 2025 05:04:07 PM	0:04:43		Internal
624885862314			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		0 May, 2025 03:31:11 AM	20 May, 2025 03:55:59 PM	19 May, 2025 05:04:07 PM	0:04:43		Internal
624885862314			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		0 May, 2025 03:31:11 AM	20 May, 2025 03:55:59 PM	19 May, 2025 05:04:07 PM	0:04:43		Internal
624885862314			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		0 May, 2025 03:31:11 AM	20 May, 2025 03:55:59 PM	19 May, 2025 05:04:07 PM	0:04:43		Internal
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624885862314			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		0 May, 2025 03:31:11 AM	20 May, 2025 03:55:59 PM	19 May, 2025 05:04:07 PM	0:04:43		Internal
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624885862314			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		0 May, 2025 03:31:11 AM	20 May, 2025 03:55:59 PM	19 May, 2025 05:04:07 PM	0:04:43		Internal
624885862314			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		0 May, 2025 03:31:11 AM	20 May, 2025 03:55:59 PM	19 May, 2025 05:04:07 PM	0:04:43		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
624885862314	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	20 May, 2025 03:31:11 AM	20 May, 2025 03:55:59 PM	19 May, 2025 05:04:07 PM	0:04:43		Internal
624885862314			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 03:31:11 AM	20 May, 2025 03:55:59 PM	19 May, 2025 05:04:07 PM	0:04:43		Internal
624885862314			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 May, 2025 03:31:11 AM	20 May, 2025 03:55:59 PM	19 May, 2025 05:04:07 PM	0:04:43		Internal
624885862314			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 03:31:11 AM	20 May, 2025 03:55:59 PM	19 May, 2025 05:04:07 PM	0:04:43		Internal
624885862314			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 May, 2025 03:31:11 AM	20 May, 2025 03:55:59 PM	19 May, 2025 05:04:07 PM	0:04:43		Internal
624885862314			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 May, 2025 03:31:11 AM	20 May, 2025 03:55:59 PM	19 May, 2025 05:04:07 PM	0:04:43		Internal
624885862314			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 03:31:11 AM	20 May, 2025 03:55:59 PM	19 May, 2025 05:04:07 PM	0:04:43		Internal
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624885543745			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 05:07:53 PM	20 May, 2025 05:13:24 PM	16 May, 2025 07:57:15 AM	0:03:36		Internal
624885543745			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 05:07:53 PM	20 May, 2025 05:13:24 PM	16 May, 2025 07:57:15 AM	0:03:36		Internal
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624885543745			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 05:07:53 PM	20 May, 2025 05:13:24 PM	16 May, 2025 07:57:15 AM	0:03:36		Internal
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624885543745			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 May, 2025 05:07:53 PM	20 May, 2025 05:13:24 PM	16 May, 2025 07:57:15 AM	0:03:36		Internal
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624885543745			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 05:07:53 PM	20 May, 2025 05:13:24 PM	16 May, 2025 07:57:15 AM	0:03:36		Internal
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624885543745			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 05:07:53 PM	20 May, 2025 05:13:24 PM	16 May, 2025 07:57:15 AM	0:03:36		Internal
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624885040118			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 07:00:36 AM	20 May, 2025 05:24:05 PM	13 May, 2025 01:47:56 PM	0:03:00		Internal
624885040118			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 07:00:36 AM	20 May, 2025 05:24:05 PM	13 May, 2025 01:47:56 PM	0:03:00		Internal
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624885040118			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 07:00:36 AM	20 May, 2025 05:24:05 PM	13 May, 2025 01:47:56 PM	0:03:00		Internal
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624885040118			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 07:00:36 AM	20 May, 2025 05:24:05 PM	13 May, 2025 01:47:56 PM	0:03:00		Internal
624885040118			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 07:00:36 AM	20 May, 2025 05:24:05 PM	13 May, 2025 01:47:56 PM	0:03:00		Internal
624885040118			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 07:00:36 AM	20 May, 2025 05:24:05 PM	13 May, 2025 01:47:56 PM	0:03:00		Internal
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624885040118			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 07:00:36 AM	20 May, 2025 05:24:05 PM	13 May, 2025 01:47:56 PM	0:03:00		Internal
624885040118			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 07:00:36 AM	20 May, 2025 05:24:05 PM	13 May, 2025 01:47:56 PM	0:03:00		Internal
624885040118			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 07:00:36 AM	20 May, 2025 05:24:05 PM	13 May, 2025 01:47:56 PM	0:03:00		Internal
624885040118			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		15 May, 2025 07:00:36 AM	20 May, 2025 05:24:05 PM	13 May, 2025 01:47:56 PM	0:03:00		Internal
624885040118			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 07:00:36 AM	20 May, 2025 05:24:05 PM	13 May, 2025 01:47:56 PM	0:03:00		Internal
624885040118			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 07:00:36 AM	20 May, 2025 05:24:05 PM	13 May, 2025 01:47:56 PM	0:03:00		Internal
624885040118			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 07:00:36 AM	20 May, 2025 05:24:05 PM	13 May, 2025 01:47:56 PM	0:03:00		Internal
624885765690			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 05:22:59 PM	20 May, 2025 05:30:07 PM	19 May, 2025 09:12:08 AM	0:03:33		Internal
624885765690			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 05:22:59 PM	20 May, 2025 05:30:07 PM	19 May, 2025 09:12:08 AM	0:03:33		Internal
624885765690			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 05:22:59 PM	20 May, 2025 05:30:07 PM	19 May, 2025 09:12:08 AM	0:03:33		Internal
624885765690			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 May, 2025 05:22:59 PM	20 May, 2025 05:30:07 PM	19 May, 2025 09:12:08 AM	0:03:33		Internal
624885765690			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 May, 2025 05:22:59 PM	20 May, 2025 05:30:07 PM	19 May, 2025 09:12:08 AM	0:03:33		Internal
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624885765690			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 May, 2025 05:22:59 PM	20 May, 2025 05:30:07 PM	19 May, 2025 09:12:08 AM	0:03:33		Internal
624885765690			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 May, 2025 05:22:59 PM	20 May, 2025 05:30:07 PM	19 May, 2025 09:12:08 AM	0:03:33		Internal
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624885765690			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 05:22:59 PM	20 May, 2025 05:30:07 PM	19 May, 2025 09:12:08 AM	0:03:33		Internal
624885765690			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 May, 2025 05:22:59 PM	20 May, 2025 05:30:07 PM	19 May, 2025 09:12:08 AM	0:03:33		Internal
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624885765690			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 May, 2025 05:22:59 PM	20 May, 2025 05:30:07 PM	19 May, 2025 09:12:08 AM	0:03:33		Internal
624885765690			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 May, 2025 05:22:59 PM	20 May, 2025 05:30:07 PM	19 May, 2025 09:12:08 AM	0:03:33		Internal
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624885765690	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	20 May, 2025 05:22:59 PM	20 May, 2025 05:30:07 PM	19 May, 2025 09:12:08 AM	0:03:33		Internal
624885765690			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 05:22:59 PM	20 May, 2025 05:30:07 PM	19 May, 2025 09:12:08 AM	0:03:33		Internal
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624885765690			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 05:22:59 PM	20 May, 2025 05:30:07 PM	19 May, 2025 09:12:08 AM	0:03:33		Internal
624885765690			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 May, 2025 05:22:59 PM	20 May, 2025 05:30:07 PM	19 May, 2025 09:12:08 AM	0:03:33		Internal
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624885836652			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 04:18:43 PM	20 May, 2025 06:34:41 PM	19 May, 2025 03:43:04 PM	0:03:58		Internal
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624885836652			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 04:18:43 PM	20 May, 2025 06:34:41 PM	19 May, 2025 03:43:04 PM	0:03:58		Internal
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624885015280			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 06:46:50 PM	20 May, 2025 06:57:17 PM	13 May, 2025 12:09:21 PM	0:03:49		Internal
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624885015280			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 06:46:50 PM	20 May, 2025 06:57:17 PM	13 May, 2025 12:09:21 PM	0:03:49		Internal
624885015280			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 May, 2025 06:46:50 PM	20 May, 2025 06:57:17 PM	13 May, 2025 12:09:21 PM	0:03:49		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 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
624885334910	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			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		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
624885334910			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 May, 2025 07:11:50 PM	20 May, 2025 07:39:25 PM	14 May, 2025 08:05:03 PM	0:03:26		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
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623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
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623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			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		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
623894380838			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 May, 2025 11:37:28 AM	21 May, 2025 12:13:17 PM	01 May, 2025 12:48:05 PM	0:03:35		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		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
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
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624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			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 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624884784190			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 May, 2025 09:30:36 AM	21 May, 2025 12:43:18 PM	11 May, 2025 07:46:28 AM	0:07:30		Internal
624885816039			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 PM	0:02:53		Internal
624885816039			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 PM	0:02:53		Internal
624885816039			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 PM	0:02:53		Internal
624885816039			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 PM	0:02:53		Internal
624885816039			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 PM	0:02:53		Internal
624885816039			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 PM	0:02:53		Internal
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624885816039			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 PM	0:02:53		Internal
624885816039			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 PM	0:02:53		Internal
624885816039			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 PM	0:02:53		Internal
624885816039			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 PM	0:02:53		Internal
624885816039			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 PM	0:02:53		Internal
624885816039			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 PM	0:02:53		Internal
624885816039			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 PM	0:02:53		Internal
624885816039			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 PM	0:02:53		Internal
624885816039			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		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 PM	0:02:53		Internal
624885816039			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 PM	0:02:53		Internal
624885816039			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 PM	0:02:53		Internal
624885816039			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 May, 2025 01:22:25 PM	21 May, 2025 01:28:59 PM	19 May, 2025 02:44:00 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
624884650319	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			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		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624884650319			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 May, 2025 01:00:20 PM	21 May, 2025 01:29:32 PM	09 May, 2025 04:12:22 PM	0:03:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 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
624886086480	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			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		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624886086480			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 May, 2025 07:31:22 PM	21 May, 2025 02:02:22 PM	20 May, 2025 06:12:09 PM	0:02:25		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			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 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885673014			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 May, 2025 02:00:03 PM	21 May, 2025 02:03:59 PM	16 May, 2025 08:10:04 PM	0:03:01		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		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
624885988621	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			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		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624885988621			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 May, 2025 02:01:54 PM	21 May, 2025 02:07:18 PM	20 May, 2025 12:53:18 PM	0:06:34		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		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
624886088505	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			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		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886088505			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 May, 2025 02:16:32 PM	21 May, 2025 02:28:36 PM	20 May, 2025 06:15:47 PM	0:07:24		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			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		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886015693			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 May, 2025 05:01:05 AM	21 May, 2025 02:36:35 PM	20 May, 2025 02:28:26 PM	0:04:25		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal

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624886023270	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			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		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
624886023270			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 May, 2025 02:18:35 PM	21 May, 2025 02:36:44 PM	20 May, 2025 02:50:27 PM	0:03:16		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			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		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		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
623895086057	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
623895086057			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 May, 2025 04:40:51 PM	21 May, 2025 04:47:15 PM	06 May, 2025 02:46:38 PM	0:04:06		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			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		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624886214733			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 May, 2025 05:50:38 PM	22 May, 2025 11:28:54 AM	21 May, 2025 03:07:42 PM	0:05:51		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 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
624885645068	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			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		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624885645068			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 May, 2025 12:59:08 PM	22 May, 2025 01:01:35 PM	16 May, 2025 06:17:09 PM	0:03:08		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
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624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
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624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			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		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 PM	0:05:30		Internal
624886295902			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 May, 2025 03:31:17 AM	22 May, 2025 01:21:48 PM	21 May, 2025 07:52:27 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
624886231366	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
624886231366			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
624886231366			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
624886231366			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
624886231366			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
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624886231366			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
624886231366			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
624886231366			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
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624886231366			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
624886231366			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
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624886231366			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
624886231366			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
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624886231366			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
624886231366			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
624886231366			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
624886231366			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		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
624886231366			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
624886231366			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
624886231366			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 May, 2025 11:43:32 AM	22 May, 2025 01:35:11 PM	21 May, 2025 04:04:12 PM	0:04:08		Internal
624885806669			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 02:31:01 PM	22 May, 2025 01:45:15 PM	19 May, 2025 02:21:37 PM	0:06:31		Internal
624885806669			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 02:31:01 PM	22 May, 2025 01:45:15 PM	19 May, 2025 02:21:37 PM	0:06:31		Internal
624885806669			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 02:31:01 PM	22 May, 2025 01:45:15 PM	19 May, 2025 02:21:37 PM	0:06:31		Internal
624885806669			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 02:31:01 PM	22 May, 2025 01:45:15 PM	19 May, 2025 02:21:37 PM	0:06:31		Internal
624885806669			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 02:31:01 PM	22 May, 2025 01:45:15 PM	19 May, 2025 02:21:37 PM	0:06:31		Internal
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624885806669			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 May, 2025 02:31:01 PM	22 May, 2025 01:45:15 PM	19 May, 2025 02:21:37 PM	0:06:31		Internal
624885806669			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 02:31:01 PM	22 May, 2025 01:45:15 PM	19 May, 2025 02:21:37 PM	0:06:31		Internal
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624885806669			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 02:31:01 PM	22 May, 2025 01:45:15 PM	19 May, 2025 02:21:37 PM	0:06:31		Internal
624885806669			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 May, 2025 02:31:01 PM	22 May, 2025 01:45:15 PM	19 May, 2025 02:21:37 PM	0:06:31		Internal
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624885806669			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 02:31:01 PM	22 May, 2025 01:45:15 PM	19 May, 2025 02:21:37 PM	0:06:31		Internal
624885806669			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 02:31:01 PM	22 May, 2025 01:45:15 PM	19 May, 2025 02:21:37 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
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624885806669			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 02:31:01 PM	22 May, 2025 01:45:15 PM	19 May, 2025 02:21:37 PM	0:06:31		Internal
624885806669			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 May, 2025 02:31:01 PM	22 May, 2025 01:45:15 PM	19 May, 2025 02:21:37 PM	0:06:31		Internal
624885806669			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 02:31:01 PM	22 May, 2025 01:45:15 PM	19 May, 2025 02:21:37 PM	0:06:31		Internal
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624885806669			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 02:31:01 PM	22 May, 2025 01:45:15 PM	19 May, 2025 02:21:37 PM	0:06:31		Internal
624885806669			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 02:31:01 PM	22 May, 2025 01:45:15 PM	19 May, 2025 02:21:37 PM	0:06:31		Internal
624885806669			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 02:31:01 PM	22 May, 2025 01:45:15 PM	19 May, 2025 02:21:37 PM	0:06:31		Internal
624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
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624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885784384			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 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885784384			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 02:31:02 PM	22 May, 2025 01:55:22 PM	19 May, 2025 01:19:12 PM	0:02:01		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 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
624885802363	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
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624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
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624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			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		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
624885802363			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 May, 2025 01:57:39 PM	22 May, 2025 02:00:19 PM	19 May, 2025 01:56:33 PM	0:03:02		Internal
623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
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623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
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623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
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623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 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
623895095612	[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]	08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
623895095612			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 May, 2025 04:00:45 AM	22 May, 2025 02:41:57 PM	06 May, 2025 03:25:27 PM	0:04:44		Internal
624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
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624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
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624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
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624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
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624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
624886298972			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		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
624886298972			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 May, 2025 02:38:42 PM	22 May, 2025 03:03:04 PM	21 May, 2025 08:03:37 PM	0:04:53		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 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
624885154340	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			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		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624885154340			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 May, 2025 10:00:49 AM	22 May, 2025 03:15:09 PM	13 May, 2025 08:02:47 PM	0:03:00		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
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624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			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		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624886038624			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 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
624886038624	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	22 May, 2025 03:09:14 PM	22 May, 2025 03:15:23 PM	20 May, 2025 03:36:20 PM	0:03:01		Internal
624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
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624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
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624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
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624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
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624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
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624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
624885677212			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 May, 2025 03:31:17 AM	22 May, 2025 03:33:29 PM	16 May, 2025 08:23:08 PM	0:06:34		Internal
624886390498			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 May, 2025 03:42:08 PM	22 May, 2025 04:07:52 PM	22 May, 2025 03:00:59 PM	0:04:18		Internal
624886390498			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 May, 2025 03:42:08 PM	22 May, 2025 04:07:52 PM	22 May, 2025 03:00:59 PM	0:04:18		Internal
624886390498			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 May, 2025 03:42:08 PM	22 May, 2025 04:07:52 PM	22 May, 2025 03:00:59 PM	0:04:18		Internal
624886390498			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 May, 2025 03:42:08 PM	22 May, 2025 04:07:52 PM	22 May, 2025 03:00:59 PM	0:04:18		Internal
624886390498			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 May, 2025 03:42:08 PM	22 May, 2025 04:07:52 PM	22 May, 2025 03:00:59 PM	0:04:18		Internal
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624886390498			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 May, 2025 03:42:08 PM	22 May, 2025 04:07:52 PM	22 May, 2025 03:00:59 PM	0:04:18		Internal
624886390498			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 May, 2025 03:42:08 PM	22 May, 2025 04:07:52 PM	22 May, 2025 03:00:59 PM	0:04:18		Internal
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624886390498			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 May, 2025 03:42:08 PM	22 May, 2025 04:07:52 PM	22 May, 2025 03:00:59 PM	0:04:18		Internal
624886390498			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 May, 2025 03:42:08 PM	22 May, 2025 04:07:52 PM	22 May, 2025 03:00:59 PM	0:04:18		Internal
624886390498			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 May, 2025 03:42:08 PM	22 May, 2025 04:07:52 PM	22 May, 2025 03:00:59 PM	0:04:18		Internal
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624886390498	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	22 May, 2025 03:42:08 PM	22 May, 2025 04:07:52 PM	22 May, 2025 03:00:59 PM	0:04:18		Internal
624886390498			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 May, 2025 03:42:08 PM	22 May, 2025 04:07:52 PM	22 May, 2025 03:00:59 PM	0:04:18		Internal
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624886390498			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 May, 2025 03:42:08 PM	22 May, 2025 04:07:52 PM	22 May, 2025 03:00:59 PM	0:04:18		Internal
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624886390498			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		22 May, 2025 03:42:08 PM	22 May, 2025 04:07:52 PM	22 May, 2025 03:00:59 PM	0:04:18		Internal
624886390498			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 May, 2025 03:42:08 PM	22 May, 2025 04:07:52 PM	22 May, 2025 03:00:59 PM	0:04:18		Internal
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624886137092			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 May, 2025 04:13:01 PM	22 May, 2025 04:16:39 PM	20 May, 2025 09:01:27 PM	0:02:48		Internal
624886137092			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 May, 2025 04:13:01 PM	22 May, 2025 04:16:39 PM	20 May, 2025 09:01:27 PM	0:02:48		Internal
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624886137092			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 May, 2025 04:13:01 PM	22 May, 2025 04:16:39 PM	20 May, 2025 09:01:27 PM	0:02:48		Internal
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624886137092			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 May, 2025 04:13:01 PM	22 May, 2025 04:16:39 PM	20 May, 2025 09:01:27 PM	0:02:48		Internal
624886137092			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 May, 2025 04:13:01 PM	22 May, 2025 04:16:39 PM	20 May, 2025 09:01:27 PM	0:02:48		Internal
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624886137092			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		22 May, 2025 04:13:01 PM	22 May, 2025 04:16:39 PM	20 May, 2025 09:01:27 PM	0:02:48		Internal
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624886137092			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 May, 2025 04:13:01 PM	22 May, 2025 04:16:39 PM	20 May, 2025 09:01:27 PM	0:02:48		Internal
624886359186			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 May, 2025 05:08:28 PM	22 May, 2025 05:15:20 PM	22 May, 2025 01:20:24 PM	0:05:47		Internal
624886359186			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 May, 2025 05:08:28 PM	22 May, 2025 05:15:20 PM	22 May, 2025 01:20:24 PM	0:05:47		Internal
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624886395294			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	22 May, 2025 05:29:04 PM	22 May, 2025 05:40:48 PM	22 May, 2025 03:14:42 PM	0:06:08		Internal
624886395294			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	22 May, 2025 05:29:04 PM	22 May, 2025 05:40:48 PM	22 May, 2025 03:14:42 PM	0:06:08		Internal
624886395294			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	22 May, 2025 05:29:04 PM	22 May, 2025 05:40:48 PM	22 May, 2025 03:14:42 PM	0:06:08		Internal
624886395294			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	22 May, 2025 05:29:04 PM	22 May, 2025 05:40:48 PM	22 May, 2025 03:14:42 PM	0:06:08		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			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	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 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
624886399277	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624886399277			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 May, 2025 05:55:24 PM	22 May, 2025 06:11:34 PM	22 May, 2025 03:27:12 PM	0:05:19		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
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624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			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 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885877010			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 May, 2025 11:31:17 PM	22 May, 2025 06:16:05 PM	19 May, 2025 05:25:32 PM	0:08:25		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
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624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
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624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
624885424889	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	2 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		2 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		2 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		2 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			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		2 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		2 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		2 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624885424889			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		2 May, 2025 06:12:08 PM	22 May, 2025 06:16:50 PM	15 May, 2025 03:12:42 PM	0:02:44		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
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624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			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		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886440234			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		2 May, 2025 06:32:19 PM	22 May, 2025 06:43:28 PM	22 May, 2025 05:59:27 PM	0:04:54		Internal
624886013054			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		1 May, 2025 09:01:16 AM	22 May, 2025 07:01:41 PM	20 May, 2025 02:21:35 PM	0:07:10		Internal
624886013054			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		1 May, 2025 09:01:16 AM	22 May, 2025 07:01:41 PM	20 May, 2025 02:21:35 PM	0:07:10		Internal
624886013054			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		1 May, 2025 09:01:16 AM	22 May, 2025 07:01:41 PM	20 May, 2025 02:21:35 PM	0:07:10		Internal
624886013054			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		1 May, 2025 09:01:16 AM	22 May, 2025 07:01:41 PM	20 May, 2025 02:21:35 PM	0:07:10		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
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624886013054			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 May, 2025 09:01:16 AM	22 May, 2025 07:01:41 PM	20 May, 2025 02:21:35 PM	0:07:10		Internal
624886013054			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 May, 2025 09:01:16 AM	22 May, 2025 07:01:41 PM	20 May, 2025 02:21:35 PM	0:07:10		Internal
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624886013054			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 May, 2025 09:01:16 AM	22 May, 2025 07:01:41 PM	20 May, 2025 02:21:35 PM	0:07:10		Internal
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624886013054			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 May, 2025 09:01:16 AM	22 May, 2025 07:01:41 PM	20 May, 2025 02:21:35 PM	0:07:10		Internal
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624886013054			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 May, 2025 09:01:16 AM	22 May, 2025 07:01:41 PM	20 May, 2025 02:21:35 PM	0:07:10		Internal
624886013054			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 May, 2025 09:01:16 AM	22 May, 2025 07:01:41 PM	20 May, 2025 02:21:35 PM	0:07:10		Internal
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624886013054			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 May, 2025 09:01:16 AM	22 May, 2025 07:01:41 PM	20 May, 2025 02:21:35 PM	0:07:10		Internal
624885684679			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 May, 2025 07:23:37 PM	22 May, 2025 07:34:39 PM	16 May, 2025 08:55:30 PM	0:03:07		Internal
624885684679			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 May, 2025 07:23:37 PM	22 May, 2025 07:34:39 PM	16 May, 2025 08:55:30 PM	0:03:07		Internal
624885684679			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 May, 2025 07:23:37 PM	22 May, 2025 07:34:39 PM	16 May, 2025 08:55:30 PM	0:03:07		Internal
624885684679			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 May, 2025 07:23:37 PM	22 May, 2025 07:34:39 PM	16 May, 2025 08:55:30 PM	0:03:07		Internal
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624885684679			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 May, 2025 07:23:37 PM	22 May, 2025 07:34:39 PM	16 May, 2025 08:55:30 PM	0:03:07		Internal
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624885684679			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 May, 2025 07:23:37 PM	22 May, 2025 07:34:39 PM	16 May, 2025 08:55:30 PM	0:03:07		Internal
624885684679			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 May, 2025 07:23:37 PM	22 May, 2025 07:34:39 PM	16 May, 2025 08:55:30 PM	0:03:07		Internal
624885684679			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 May, 2025 07:23:37 PM	22 May, 2025 07:34:39 PM	16 May, 2025 08:55:30 PM	0:03:07		Internal
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624885684679	[redacted]		CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	22 May, 2025 07:23:37 PM	22 May, 2025 07:34:39 PM	16 May, 2025 08:55:30 PM	0:03:07		Internal
624885684679			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 May, 2025 07:23:37 PM	22 May, 2025 07:34:39 PM	16 May, 2025 08:55:30 PM	0:03:07		Internal
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624885684679			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 May, 2025 07:23:37 PM	22 May, 2025 07:34:39 PM	16 May, 2025 08:55:30 PM	0:03:07		Internal
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624886095639			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 May, 2025 07:00:36 PM	22 May, 2025 07:37:45 PM	20 May, 2025 06:39:59 PM	0:03:44		Internal
624886095639			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 May, 2025 07:00:36 PM	22 May, 2025 07:37:45 PM	20 May, 2025 06:39:59 PM	0:03:44		Internal
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624886095639			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 May, 2025 07:00:36 PM	22 May, 2025 07:37:45 PM	20 May, 2025 06:39:59 PM	0:03:44		Internal
624886095639			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 May, 2025 07:00:36 PM	22 May, 2025 07:37:45 PM	20 May, 2025 06:39:59 PM	0:03:44		Internal
624886095639			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 May, 2025 07:00:36 PM	22 May, 2025 07:37:45 PM	20 May, 2025 06:39:59 PM	0:03:44		Internal
624886095639			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		22 May, 2025 07:00:36 PM	22 May, 2025 07:37:45 PM	20 May, 2025 06:39:59 PM	0:03:44		Internal
624886095639			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 May, 2025 07:00:36 PM	22 May, 2025 07:37:45 PM	20 May, 2025 06:39:59 PM	0:03:44		Internal
624886095639			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 May, 2025 07:00:36 PM	22 May, 2025 07:37:45 PM	20 May, 2025 06:39:59 PM	0:03:44		Internal
624886095639			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 May, 2025 07:00:36 PM	22 May, 2025 07:37:45 PM	20 May, 2025 06:39:59 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
624886100874	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624886100874			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 May, 2025 05:01:22 PM	22 May, 2025 07:49:50 PM	20 May, 2025 06:56:52 PM	0:03:31		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
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624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
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624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			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 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885000364			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 02:00:42 AM	22 May, 2025 08:21:38 PM	12 May, 2025 11:48:26 PM	0:04:22		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 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
624885413649	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
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624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
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624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			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		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624885413649			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 May, 2025 08:01:07 PM	22 May, 2025 08:36:41 PM	15 May, 2025 02:35:40 PM	0:03:45		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
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624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			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		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 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
624886212327	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886212327			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 12:57:45 PM	23 May, 2025 01:01:25 PM	21 May, 2025 03:00:59 PM	0:03:19		Internal
624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
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624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
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624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
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624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886220733			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		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886220733			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 12:36:11 PM	23 May, 2025 01:15:32 PM	21 May, 2025 03:30:51 PM	0:05:05		Internal
624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
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624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 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
624886063125	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
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624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
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624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
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624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
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624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
624886063125			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 01:16:06 PM	23 May, 2025 01:19:30 PM	20 May, 2025 05:03:33 PM	0:02:59		Internal
624886310695			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 PM	0:02:06		Internal
624886310695			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 PM	0:02:06		Internal
624886310695			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 PM	0:02:06		Internal
624886310695			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 PM	0:02:06		Internal
624886310695			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 PM	0:02:06		Internal
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624886310695			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 PM	0:02:06		Internal
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624886310695			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 PM	0:02:06		Internal
624886310695			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 PM	0:02:06		Internal
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624886310695			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 PM	0:02:06		Internal
624886310695			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 PM	0:02:06		Internal
624886310695			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 PM	0:02:06		Internal
624886310695			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 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
624886310695	[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]	23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 PM	0:02:06		Internal
624886310695			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 PM	0:02:06		Internal
624886310695			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		23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 PM	0:02:06		Internal
624886310695			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 PM	0:02:06		Internal
624886310695			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 PM	0:02:06		Internal
624886310695			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 01:41:21 PM	23 May, 2025 01:43:17 PM	21 May, 2025 08:47:56 PM	0:02:06		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
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624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			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		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886260925			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 01:53:29 PM	23 May, 2025 02:03:54 PM	21 May, 2025 05:48:49 PM	0:03:46		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
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624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 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
624886434430	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
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624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			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 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886434430			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 02:35:57 PM	23 May, 2025 02:41:15 PM	22 May, 2025 05:25:37 PM	0:02:04		Internal
624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
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624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
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624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
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624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		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
624886442366	[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]	23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
624886442366			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		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
624886442366			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 03:01:49 PM	23 May, 2025 03:06:08 PM	22 May, 2025 06:09:28 PM	0:02:03		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			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		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886392743			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 02:15:16 PM	23 May, 2025 03:09:47 PM	22 May, 2025 03:06:21 PM	0:03:00		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
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624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 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
624886499486	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
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624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			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		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 03:30:14 PM	23 May, 2025 03:37:42 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
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623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		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
623894684722	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			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		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
623894684722			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 04:08:28 PM	23 May, 2025 04:16:02 PM	02 May, 2025 07:27:30 PM	0:09:01		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
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624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
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624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			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		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624884884575			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 May, 2025 02:00:59 PM	23 May, 2025 04:18:47 PM	12 May, 2025 04:08:24 PM	0:02:57		Internal
624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		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
624886224247	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
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624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
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624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
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624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
624886224247			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		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
624886224247			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 03:31:21 AM	23 May, 2025 04:34:05 PM	21 May, 2025 03:45:54 PM	0:04:47		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
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624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
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624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
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624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		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
624886489242	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			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		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624886489242			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 04:35:06 PM	23 May, 2025 04:38:57 PM	22 May, 2025 08:39:26 PM	0:03:05		Internal
624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
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624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
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624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
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624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
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624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
624885038889			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 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
624885038889			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 02:00:43 PM	23 May, 2025 04:48:27 PM	13 May, 2025 01:41:37 PM	0:02:12		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 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
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			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		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624886313881			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 04:50:11 PM	23 May, 2025 04:53:51 PM	21 May, 2025 09:03:26 PM	0:03:31		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 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
624885996393	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			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		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885996393			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 05:08:19 PM	23 May, 2025 05:10:26 PM	20 May, 2025 01:34:58 PM	0:02:33		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
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624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
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624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
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624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			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		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624885441147			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 04:57:37 PM	23 May, 2025 05:18:48 PM	15 May, 2025 04:06:06 PM	0:08:50		Internal
624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal

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624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
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624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
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624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886338414			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 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886338414			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 05:25:37 PM	23 May, 2025 05:28:14 PM	22 May, 2025 04:41:12 AM	0:02:59		Internal
624886547768			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
624886547768			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
624886547768			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
624886547768			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
624886547768			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
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624886547768			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
624886547768			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
624886547768			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
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624886547768			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
624886547768			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
624886547768	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
624886547768			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
624886547768			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
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624886547768			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
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624886547768			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		23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
624886547768			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
624886547768			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
624886547768			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 05:58:24 PM	23 May, 2025 06:08:49 PM	23 May, 2025 01:25:46 PM	0:05:39		Internal
624886313487			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 06:08:57 PM	23 May, 2025 06:12:25 PM	21 May, 2025 09:02:07 PM	0:02:59		Internal
624886313487			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 06:08:57 PM	23 May, 2025 06:12:25 PM	21 May, 2025 09:02:07 PM	0:02:59		Internal
624886313487			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 06:08:57 PM	23 May, 2025 06:12:25 PM	21 May, 2025 09:02:07 PM	0:02:59		Internal
624886313487			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 06:08:57 PM	23 May, 2025 06:12:25 PM	21 May, 2025 09:02:07 PM	0:02:59		Internal
624886313487			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 06:08:57 PM	23 May, 2025 06:12:25 PM	21 May, 2025 09:02:07 PM	0:02:59		Internal
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624886313487			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 06:08:57 PM	23 May, 2025 06:12:25 PM	21 May, 2025 09:02:07 PM	0:02:59		Internal
624886313487			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 06:08:57 PM	23 May, 2025 06:12:25 PM	21 May, 2025 09:02:07 PM	0:02:59		Internal
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624886313487			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 06:08:57 PM	23 May, 2025 06:12:25 PM	21 May, 2025 09:02:07 PM	0:02:59		Internal
624886313487			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 06:08:57 PM	23 May, 2025 06:12:25 PM	21 May, 2025 09:02:07 PM	0:02:59		Internal
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624886313487			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 May, 2025 06:08:57 PM	23 May, 2025 06:12:25 PM	21 May, 2025 09:02:07 PM	0:02:59		Internal
624886313487			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 06:08:57 PM	23 May, 2025 06:12:25 PM	21 May, 2025 09:02:07 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
624886313487	[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]	23 May, 2025 06:08:57 PM	23 May, 2025 06:12:25 PM	21 May, 2025 09:02:07 PM	0:02:59		Internal
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624886313487			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		23 May, 2025 06:08:57 PM	23 May, 2025 06:12:25 PM	21 May, 2025 09:02:07 PM	0:02:59		Internal
624886313487			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 06:08:57 PM	23 May, 2025 06:12:25 PM	21 May, 2025 09:02:07 PM	0:02:59		Internal
624886313487			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 06:08:57 PM	23 May, 2025 06:12:25 PM	21 May, 2025 09:02:07 PM	0:02:59		Internal
624886313487			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 06:08:57 PM	23 May, 2025 06:12:25 PM	21 May, 2025 09:02:07 PM	0:02:59		Internal
624886124499			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 07:13:24 PM	23 May, 2025 07:16:04 PM	20 May, 2025 08:16:16 PM	0:02:52		Internal
624886124499			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 07:13:24 PM	23 May, 2025 07:16:04 PM	20 May, 2025 08:16:16 PM	0:02:52		Internal
624886124499			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 07:13:24 PM	23 May, 2025 07:16:04 PM	20 May, 2025 08:16:16 PM	0:02:52		Internal
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624886124499			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 07:13:24 PM	23 May, 2025 07:16:04 PM	20 May, 2025 08:16:16 PM	0:02:52		Internal
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624886124499			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 07:13:24 PM	23 May, 2025 07:16:04 PM	20 May, 2025 08:16:16 PM	0:02:52		Internal
624886124499			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 07:13:24 PM	23 May, 2025 07:16:04 PM	20 May, 2025 08:16:16 PM	0:02:52		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 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
624885144848	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			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		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885144848			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 07:17:15 PM	23 May, 2025 07:24:36 PM	13 May, 2025 07:31:19 PM	0:05:03		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			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		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
624885100550			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 07:31:08 PM	23 May, 2025 07:36:22 PM	13 May, 2025 04:57:09 PM	0:04:51		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		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
623895089298	[redacted]		CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			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 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
623895089298			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 05:00:41 AM	27 May, 2025 02:10:46 AM	06 May, 2025 03:07:57 PM	0:02:39		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
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625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		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
625828651510	[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]	27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			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 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
625828651510			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 11:25:53 AM	27 May, 2025 11:39:24 AM	23 May, 2025 07:21:00 PM	0:06:14		Internal
624886275347			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 11:48:47 AM	27 May, 2025 11:52:35 AM	21 May, 2025 06:43:54 PM	0:04:42		Internal
624886275347			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 11:48:47 AM	27 May, 2025 11:52:35 AM	21 May, 2025 06:43:54 PM	0:04:42		Internal
624886275347			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 11:48:47 AM	27 May, 2025 11:52:35 AM	21 May, 2025 06:43:54 PM	0:04:42		Internal
624886275347			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 11:48:47 AM	27 May, 2025 11:52:35 AM	21 May, 2025 06:43:54 PM	0:04:42		Internal
624886275347			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 11:48:47 AM	27 May, 2025 11:52:35 AM	21 May, 2025 06:43:54 PM	0:04:42		Internal
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624886275347			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 11:48:47 AM	27 May, 2025 11:52:35 AM	21 May, 2025 06:43:54 PM	0:04:42		Internal
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624886275347			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 11:48:47 AM	27 May, 2025 11:52:35 AM	21 May, 2025 06:43:54 PM	0:04:42		Internal
624886275347			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 11:48:47 AM	27 May, 2025 11:52:35 AM	21 May, 2025 06:43:54 PM	0:04:42		Internal
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624886275347			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 11:48:47 AM	27 May, 2025 11:52:35 AM	21 May, 2025 06:43:54 PM	0:04:42		Internal
624886275347			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 11:48:47 AM	27 May, 2025 11:52:35 AM	21 May, 2025 06:43:54 PM	0:04:42		Internal
624886275347			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 May, 2025 11:48:47 AM	27 May, 2025 11:52:35 AM	21 May, 2025 06:43:54 PM	0:04:42		Internal
624886275347			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 11:48:47 AM	27 May, 2025 11:52:35 AM	21 May, 2025 06:43:54 PM	0:04:42		Internal
624886275347			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 May, 2025 11:48:47 AM	27 May, 2025 11:52:35 AM	21 May, 2025 06:43:54 PM	0:04:42		Internal
624886275347			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 11:48:47 AM	27 May, 2025 11:52:35 AM	21 May, 2025 06:43:54 PM	0:04:42		Internal
624886275347			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 11:48:47 AM	27 May, 2025 11:52:35 AM	21 May, 2025 06:43:54 PM	0:04:42		Internal
624886275347			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 11:48:47 AM	27 May, 2025 11:52:35 AM	21 May, 2025 06:43:54 PM	0:04:42		Internal
624885533146			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
624885533146			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
624885533146			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
624885533146			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
624885533146			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
624885533146			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
624885533146			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
624885533146			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
624885533146			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		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
624885533146	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
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624885533146		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
624885533146		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
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624885533146		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
624885533146		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
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624885533146		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
624885533146		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
624885533146		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
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624885533146		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
624885533146		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 12:16:24 PM	27 May, 2025 12:30:15 PM	15 May, 2025 10:04:56 PM	0:03:14		Internal
624886377877		CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 01:16:07 PM	27 May, 2025 01:27:40 PM	22 May, 2025 02:19:07 PM	0:03:41		Internal
624886377877		CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 01:16:07 PM	27 May, 2025 01:27:40 PM	22 May, 2025 02:19:07 PM	0:03:41		Internal
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624886377877		CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 01:16:07 PM	27 May, 2025 01:27:40 PM	22 May, 2025 02:19:07 PM	0:03:41		Internal

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624886377877			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 01:16:07 PM	27 May, 2025 01:27:40 PM	22 May, 2025 02:19:07 PM	0:03:41		Internal
624886377877			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		27 May, 2025 01:16:07 PM	27 May, 2025 01:27:40 PM	22 May, 2025 02:19:07 PM	0:03:41		Internal
624886377877			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 01:16:07 PM	27 May, 2025 01:27:40 PM	22 May, 2025 02:19:07 PM	0:03:41		Internal
624886377877			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 01:16:07 PM	27 May, 2025 01:27:40 PM	22 May, 2025 02:19:07 PM	0:03:41		Internal
624886377877			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 01:16:07 PM	27 May, 2025 01:27:40 PM	22 May, 2025 02:19:07 PM	0:03:41		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
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624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			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 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624886413263			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 May, 2025 05:32:46 AM	27 May, 2025 01:58:20 PM	22 May, 2025 04:22:21 PM	0:02:52		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
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624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		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
624885773828	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			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		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
624885773828			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 May, 2025 03:31:29 PM	27 May, 2025 02:08:28 PM	19 May, 2025 12:42:50 PM	0:05:46		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
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625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
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625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			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		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828730051			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 May, 2025 08:01:14 AM	27 May, 2025 02:28:23 PM	25 May, 2025 06:32:26 AM	0:04:20		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 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
625828794887	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			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		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
625828794887			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 02:30:18 PM	27 May, 2025 02:45:27 PM	27 May, 2025 01:02:32 PM	0:04:08		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
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624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			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 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			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 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886006589			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 May, 2025 01:01:21 PM	27 May, 2025 02:55:44 PM	20 May, 2025 02:07:02 PM	0:02:02		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		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
624886300840	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
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624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
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624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
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624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			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		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624886300840			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 03:31:19 PM	27 May, 2025 03:08:13 PM	21 May, 2025 08:13:09 PM	0:06:27		Internal
624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
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624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
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624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
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624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
624884961886			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 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
624884961886			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 May, 2025 10:00:48 AM	27 May, 2025 03:17:21 PM	12 May, 2025 08:01:26 PM	0:05:57		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 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
625828624962	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			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 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
625828624962			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 04:15:27 PM	27 May, 2025 04:21:57 PM	23 May, 2025 05:41:02 PM	0:02:49		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 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
623894306015	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			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 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
623894306015			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 May, 2025 10:03:01 AM	27 May, 2025 05:48:10 PM	30 Apr, 2025 07:15:02 PM	0:02:38		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			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		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885875770			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 May, 2025 07:31:14 AM	27 May, 2025 06:24:24 PM	19 May, 2025 05:51:28 PM	0:04:12		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 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
624885903661	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			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		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
624885903661			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 May, 2025 07:31:27 PM	27 May, 2025 07:45:11 PM	19 May, 2025 07:19:32 PM	0:03:22		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			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 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828842388			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 03:31:48 PM	27 May, 2025 08:59:10 PM	27 May, 2025 03:17:51 PM	0:08:06		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		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
625828818623	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			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		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828818623			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 03:31:44 PM	27 May, 2025 09:01:14 PM	27 May, 2025 02:15:06 PM	0:09:52		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			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		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828819395			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 03:31:50 PM	27 May, 2025 09:18:21 PM	27 May, 2025 02:21:31 PM	0:06:34		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 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
625828828096	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			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 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828828096			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 07:31:30 PM	27 May, 2025 09:48:07 PM	27 May, 2025 02:41:14 PM	0:07:05		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		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
625828958563	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			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 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828958563			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	28 May, 2025 11:31:19 AM	28 May, 2025 12:30:42 PM	27 May, 2025 08:32:17 PM	0:04:00		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			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 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828629179			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	28 May, 2025 12:22:35 PM	28 May, 2025 12:44:39 PM	23 May, 2025 05:55:17 PM	0:04:41		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 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
625828956735	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			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 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828956735			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 May, 2025 01:01:41 PM	28 May, 2025 01:11:10 PM	27 May, 2025 08:27:59 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
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625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 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
625828878883	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			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 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828878883			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 May, 2025 01:31:30 PM	28 May, 2025 02:01:19 PM	27 May, 2025 04:53:05 PM	0:06:10		Internal
625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
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625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
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625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
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625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
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625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828959038			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		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828959038			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 May, 2025 03:31:20 AM	28 May, 2025 02:31:10 PM	27 May, 2025 08:27:09 PM	0:07:31		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
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625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 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
625828909849	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	8 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		8 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		8 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		8 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		8 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		8 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		8 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		8 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			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		8 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		8 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		8 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
625828909849			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		8 May, 2025 02:36:42 PM	28 May, 2025 02:57:16 PM	27 May, 2025 06:22:19 PM	0:04:51		Internal
624884894014			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		3 May, 2025 10:00:42 AM	28 May, 2025 03:28:57 PM	12 May, 2025 04:35:29 PM	0:04:00		Internal
624884894014			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		3 May, 2025 10:00:42 AM	28 May, 2025 03:28:57 PM	12 May, 2025 04:35:29 PM	0:04:00		Internal
624884894014			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		3 May, 2025 10:00:42 AM	28 May, 2025 03:28:57 PM	12 May, 2025 04:35:29 PM	0:04:00		Internal
624884894014			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		3 May, 2025 10:00:42 AM	28 May, 2025 03:28:57 PM	12 May, 2025 04:35:29 PM	0:04:00		Internal
624884894014			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		3 May, 2025 10:00:42 AM	28 May, 2025 03:28:57 PM	12 May, 2025 04:35:29 PM	0:04:00		Internal
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624884894014			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		3 May, 2025 10:00:42 AM	28 May, 2025 03:28:57 PM	12 May, 2025 04:35:29 PM	0:04:00		Internal
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624884894014			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		3 May, 2025 10:00:42 AM	28 May, 2025 03:28:57 PM	12 May, 2025 04:35:29 PM	0:04:00		Internal
624884894014			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		3 May, 2025 10:00:42 AM	28 May, 2025 03:28:57 PM	12 May, 2025 04:35:29 PM	0:04:00		Internal
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624884894014			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		3 May, 2025 10:00:42 AM	28 May, 2025 03:28:57 PM	12 May, 2025 04:35:29 PM	0:04:00		Internal
624884894014			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		3 May, 2025 10:00:42 AM	28 May, 2025 03:28:57 PM	12 May, 2025 04:35:29 PM	0:04:00		Internal
624884894014			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		3 May, 2025 10:00:42 AM	28 May, 2025 03:28:57 PM	12 May, 2025 04:35:29 PM	0:04:00		Internal
624884894014			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		3 May, 2025 10:00:42 AM	28 May, 2025 03:28:57 PM	12 May, 2025 04:35:29 PM	0:04:00		Internal
624884894014			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		3 May, 2025 10:00:42 AM	28 May, 2025 03:28:57 PM	12 May, 2025 04:35:29 PM	0:04:00		Internal
624884894014			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		3 May, 2025 10:00:42 AM	28 May, 2025 03:28:57 PM	12 May, 2025 04:35:29 PM	0:04:00		Internal
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624884841525			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		8 May, 2025 03:39:36 PM	28 May, 2025 03:46:02 PM	12 May, 2025 01:59:57 PM	0:05:24		Internal
624884841525			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		8 May, 2025 03:39:36 PM	28 May, 2025 03:46:02 PM	12 May, 2025 01:59:57 PM	0:05:24		Internal
624884841525			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		8 May, 2025 03:39:36 PM	28 May, 2025 03:46:02 PM	12 May, 2025 01:59:57 PM	0:05:24		Internal
624884841525			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		8 May, 2025 03:39:36 PM	28 May, 2025 03:46:02 PM	12 May, 2025 01:59:57 PM	0:05:24		Internal
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624884841525			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 May, 2025 03:39:36 PM	28 May, 2025 03:46:02 PM	12 May, 2025 01:59:57 PM	0:05:24		Internal
624884841525			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 May, 2025 03:39:36 PM	28 May, 2025 03:46:02 PM	12 May, 2025 01:59:57 PM	0:05:24		Internal
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624884841525			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 May, 2025 03:39:36 PM	28 May, 2025 03:46:02 PM	12 May, 2025 01:59:57 PM	0:05:24		Internal
624884841525			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 May, 2025 03:39:36 PM	28 May, 2025 03:46:02 PM	12 May, 2025 01:59:57 PM	0:05:24		Internal
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624884841525			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 May, 2025 03:39:36 PM	28 May, 2025 03:46:02 PM	12 May, 2025 01:59:57 PM	0:05:24		Internal
624884841525			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 May, 2025 03:39:36 PM	28 May, 2025 03:46:02 PM	12 May, 2025 01:59:57 PM	0:05:24		Internal
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624884841525			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 May, 2025 03:39:36 PM	28 May, 2025 03:46:02 PM	12 May, 2025 01:59:57 PM	0:05:24		Internal
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624884841525			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 May, 2025 03:39:36 PM	28 May, 2025 03:46:02 PM	12 May, 2025 01:59:57 PM	0:05:24		Internal
624885210889			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 03:09:39 PM	28 May, 2025 03:55:56 PM	14 May, 2025 01:17:16 PM	0:03:43		Internal
624885210889			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 May, 2025 03:09:39 PM	28 May, 2025 03:55:56 PM	14 May, 2025 01:17:16 PM	0:03:43		Internal
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624885210889			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		28 May, 2025 03:09:39 PM	28 May, 2025 03:55:56 PM	14 May, 2025 01:17:16 PM	0:03:43		Internal
624885210889			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 May, 2025 03:09:39 PM	28 May, 2025 03:55:56 PM	14 May, 2025 01:17:16 PM	0:03:43		Internal
624885210889			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 May, 2025 03:09:39 PM	28 May, 2025 03:55:56 PM	14 May, 2025 01:17:16 PM	0:03:43		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
624885210889	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	28 May, 2025 03:09:39 PM	28 May, 2025 03:55:56 PM	14 May, 2025 01:17:16 PM	0:03:43		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
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624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			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 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
624885183985			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 May, 2025 02:00:49 AM	28 May, 2025 04:02:52 PM	13 May, 2025 10:51:17 PM	0:05:10		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
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623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal

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623894826768	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			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		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894826768			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 May, 2025 04:03:24 PM	28 May, 2025 04:11:56 PM	05 May, 2025 12:49:08 PM	0:03:52		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
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623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
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623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
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623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			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 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
623894919175			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 May, 2025 04:27:23 PM	28 May, 2025 04:42:59 PM	05 May, 2025 05:19:14 PM	0:05:10		Internal
625828783207			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 07:31:21 AM	28 May, 2025 05:36:03 PM	27 May, 2025 12:03:43 PM	0:09:01		Internal
625828783207			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 May, 2025 07:31:21 AM	28 May, 2025 05:36:03 PM	27 May, 2025 12:03:43 PM	0:09:01		Internal
625828783207			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 May, 2025 07:31:21 AM	28 May, 2025 05:36:03 PM	27 May, 2025 12:03:43 PM	0:09:01		Internal
625828783207			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 May, 2025 07:31:21 AM	28 May, 2025 05:36:03 PM	27 May, 2025 12:03:43 PM	0:09:01		Internal

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625828783207	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	28 May, 2025 07:31:21 AM	28 May, 2025 05:36:03 PM	27 May, 2025 12:03:43 PM	0:09:01		Internal
625828783207			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 May, 2025 07:31:21 AM	28 May, 2025 05:36:03 PM	27 May, 2025 12:03:43 PM	0:09:01		Internal
625828783207			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 May, 2025 07:31:21 AM	28 May, 2025 05:36:03 PM	27 May, 2025 12:03:43 PM	0:09:01		Internal
625828783207			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 May, 2025 07:31:21 AM	28 May, 2025 05:36:03 PM	27 May, 2025 12:03:43 PM	0:09:01		Internal
625828783207			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 May, 2025 07:31:21 AM	28 May, 2025 05:36:03 PM	27 May, 2025 12:03:43 PM	0:09:01		Internal
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625828783207			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 May, 2025 07:31:21 AM	28 May, 2025 05:36:03 PM	27 May, 2025 12:03:43 PM	0:09:01		Internal
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625828783207			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 May, 2025 07:31:21 AM	28 May, 2025 05:36:03 PM	27 May, 2025 12:03:43 PM	0:09:01		Internal
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624884826581			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 05:28:03 PM	28 May, 2025 05:41:11 PM	12 May, 2025 01:26:08 PM	0:04:31		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
624884826581	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	28 May, 2025 05:28:03 PM	28 May, 2025 05:41:11 PM	12 May, 2025 01:26:08 PM	0:04:31		Internal
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625828833137			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 07:31:30 PM	28 May, 2025 05:49:24 PM	27 May, 2025 02:54:33 PM	0:03:41		Internal
625828833137			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 May, 2025 07:31:30 PM	28 May, 2025 05:49:24 PM	27 May, 2025 02:54:33 PM	0:03:41		Internal
625828833137			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 07:31:30 PM	28 May, 2025 05:49:24 PM	27 May, 2025 02:54:33 PM	0:03:41		Internal
625828833137			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 May, 2025 07:31:30 PM	28 May, 2025 05:49:24 PM	27 May, 2025 02:54:33 PM	0:03:41		Internal
625828833137			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 07:31:30 PM	28 May, 2025 05:49:24 PM	27 May, 2025 02:54:33 PM	0:03:41		Internal
625828833137			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 07:31:30 PM	28 May, 2025 05:49:24 PM	27 May, 2025 02:54:33 PM	0:03:41		Internal
625828833137			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 07:31:30 PM	28 May, 2025 05:49:24 PM	27 May, 2025 02:54:33 PM	0:03:41		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 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
625828967616	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			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 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
625828967616			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 May, 2025 05:58:22 PM	28 May, 2025 06:07:50 PM	27 May, 2025 09:03:46 PM	0:03:44		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
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624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			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		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
624885805502			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 02:31:01 PM	28 May, 2025 06:20:10 PM	19 May, 2025 02:14:47 PM	0:02:14		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		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
625828905628	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
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625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			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 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
625828905628			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 May, 2025 06:16:16 PM	28 May, 2025 06:20:44 PM	27 May, 2025 06:11:54 PM	0:05:06		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 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
623895380703	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			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		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
623895380703			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 May, 2025 06:39:04 PM	28 May, 2025 07:06:54 PM	07 May, 2025 09:06:07 PM	0:06:05		Internal
624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
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624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
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624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
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624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
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624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
624885851219			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		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
624885851219			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 May, 2025 07:15:35 PM	28 May, 2025 07:25:30 PM	19 May, 2025 04:08:11 PM	0:04:40		Internal
624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 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
624886232587	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
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624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
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624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
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624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
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624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
624886232587			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 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
624886232587			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 May, 2025 09:01:23 PM	28 May, 2025 08:23:02 PM	21 May, 2025 04:09:35 PM	0:05:05		Internal
624886092126			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
624886092126			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
624886092126			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
624886092126			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
624886092126			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
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624886092126			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
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624886092126			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
624886092126			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
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624886092126			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
624886092126			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
624886092126			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		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
624886092126	[redacted]		CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
624886092126			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
624886092126			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
624886092126			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
624886092126			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 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
624886092126			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
624886092126			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
624886092126			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 May, 2025 05:01:23 PM	29 May, 2025 12:21:58 PM	20 May, 2025 06:35:27 PM	0:03:44		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			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		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624885931625			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 May, 2025 01:01:17 PM	29 May, 2025 12:36:38 PM	19 May, 2025 08:40:00 PM	0:05:39		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 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
624886214060	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			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		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
624886214060			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 12:50:15 PM	29 May, 2025 12:53:14 PM	21 May, 2025 03:06:40 PM	0:02:40		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			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 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 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
625829123659	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625829123659			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 01:06:55 PM	29 May, 2025 01:12:11 PM	28 May, 2025 06:40:45 PM	0:03:05		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
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625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
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625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			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		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625828690157			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 01:01:40 PM	29 May, 2025 01:13:27 PM	23 May, 2025 09:57:09 PM	0:05:00		Internal
625829144341			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
625829144341			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
625829144341			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
625829144341			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
625829144341			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
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625829144341			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
625829144341			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
625829144341			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
625829144341			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
625829144341			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
625829144341			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
625829144341			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
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625829144341			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
625829144341			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
625829144341			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 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
62582914434 1	[redacted]		CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
62582914434 1			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
62582914434 1			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
62582914434 1			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
62582914434 1			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
62582914434 1			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		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
62582914434 1			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
62582914434 1			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
62582914434 1			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 12:23:06 PM	29 May, 2025 01:40:48 PM	28 May, 2025 08:02:57 PM	0:03:50		Internal
624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
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624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
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624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
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624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
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624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
624886030963			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 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
624886030963			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 May, 2025 11:31:19 PM	29 May, 2025 01:41:32 PM	20 May, 2025 03:16:20 PM	0:07:22		Internal
623894592386			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
623894592386			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
623894592386			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
623894592386			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
623894592386			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
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623894592386			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894592386	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
623894592386			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
623894592386			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
623894592386			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
623894592386			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
623894592386			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
623894592386			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
623894592386			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
623894592386			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
623894592386			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		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
623894592386			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
623894592386			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
623894592386			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 01:35:58 PM	29 May, 2025 01:42:38 PM	02 May, 2025 02:15:27 PM	0:05:16		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
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625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
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625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			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 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
625828821421			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 03:31:48 PM	29 May, 2025 01:49:18 PM	27 May, 2025 02:24:15 PM	0:04:26		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 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
624885209881	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			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		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
624885209881			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 07:00:42 PM	29 May, 2025 02:11:32 PM	14 May, 2025 01:16:00 PM	0:02:02		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			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		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828776973			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 07:31:15 AM	29 May, 2025 02:39:17 PM	27 May, 2025 06:29:33 AM	0:08:12		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		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
625828804828	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			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		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625828804828			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 03:31:49 PM	29 May, 2025 02:55:31 PM	27 May, 2025 01:35:04 PM	0:07:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			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		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625829060237			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 02:43:26 PM	29 May, 2025 03:02:22 PM	28 May, 2025 03:30:42 PM	0:05:42		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 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
625828944893	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			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		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
625828944893			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 03:00:21 PM	29 May, 2025 03:04:48 PM	27 May, 2025 07:54:59 PM	0:02:36		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		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
624886347347	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			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 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
624886347347			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 03:15:20 PM	29 May, 2025 03:24:43 PM	22 May, 2025 12:20:10 PM	0:07:42		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
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625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			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		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
625828919657			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 03:30:14 PM	29 May, 2025 03:34:44 PM	27 May, 2025 06:34:31 PM	0:02:22		Internal
624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 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
624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
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624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
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624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
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624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
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624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
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624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
624885178769			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 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
624885178769			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 May, 2025 02:00:50 AM	29 May, 2025 03:41:35 PM	13 May, 2025 09:49:43 PM	0:02:51		Internal
625828954223			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 03:43:45 PM	29 May, 2025 03:47:18 PM	27 May, 2025 08:12:18 PM	0:02:00		Internal
625828954223			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 03:43:45 PM	29 May, 2025 03:47:18 PM	27 May, 2025 08:12:18 PM	0:02:00		Internal
625828954223			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 03:43:45 PM	29 May, 2025 03:47:18 PM	27 May, 2025 08:12:18 PM	0:02:00		Internal
625828954223			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 03:43:45 PM	29 May, 2025 03:47:18 PM	27 May, 2025 08:12:18 PM	0:02:00		Internal
625828954223			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 03:43:45 PM	29 May, 2025 03:47:18 PM	27 May, 2025 08:12:18 PM	0:02:00		Internal
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625828954223			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 03:43:45 PM	29 May, 2025 03:47:18 PM	27 May, 2025 08:12:18 PM	0:02:00		Internal
625828954223			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 03:43:45 PM	29 May, 2025 03:47:18 PM	27 May, 2025 08:12:18 PM	0:02:00		Internal
625828954223			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		29 May, 2025 03:43:45 PM	29 May, 2025 03:47:18 PM	27 May, 2025 08:12:18 PM	0:02:00		Internal
625828954223			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 03:43:45 PM	29 May, 2025 03:47:18 PM	27 May, 2025 08:12:18 PM	0:02:00		Internal
625828954223			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 03:43:45 PM	29 May, 2025 03:47:18 PM	27 May, 2025 08:12:18 PM	0:02:00		Internal
625828954223			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 03:43:45 PM	29 May, 2025 03:47:18 PM	27 May, 2025 08:12:18 PM	0:02:00		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			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		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886535593			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 03:37:05 PM	29 May, 2025 03:50:17 PM	23 May, 2025 12:33:52 PM	0:07:13		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 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
624886412518	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			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 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624886412518			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 03:51:54 PM	29 May, 2025 04:07:12 PM	22 May, 2025 04:15:01 PM	0:04:11		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			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		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
624885869798			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 03:51:29 PM	29 May, 2025 04:09:15 PM	19 May, 2025 05:15:32 PM	0:05:20		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 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
625828884237	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			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		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828884237			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 04:00:11 PM	29 May, 2025 04:09:36 PM	27 May, 2025 05:08:24 PM	0:02:32		Internal
625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
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625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
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625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
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625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		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
625828815619	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
625828815619			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		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
625828815619			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 03:31:50 PM	29 May, 2025 04:20:32 PM	27 May, 2025 02:06:58 PM	0:05:36		Internal
624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
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624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
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624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
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624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
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624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
624886143124			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		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
624886143124			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 May, 2025 07:31:24 PM	29 May, 2025 04:26:17 PM	20 May, 2025 09:28:54 PM	0:03:05		Internal
625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
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625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 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
625829037904	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
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625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
625829037904			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 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
625829037904			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 04:29:41 PM	29 May, 2025 04:32:51 PM	28 May, 2025 02:17:01 PM	0:02:29		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			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 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624885776744			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 02:31:01 PM	29 May, 2025 04:35:48 PM	19 May, 2025 12:42:52 PM	0:02:37		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		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
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			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		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
624886356498			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 04:30:33 PM	29 May, 2025 04:35:51 PM	22 May, 2025 01:04:28 PM	0:06:02		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
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625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			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		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
625829011866			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 04:44:04 PM	29 May, 2025 04:54:32 PM	28 May, 2025 01:09:40 PM	0:03:26		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		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
624886191003	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			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 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624886191003			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	29 May, 2025 04:59:52 PM	29 May, 2025 05:19:49 PM	21 May, 2025 01:52:33 PM	0:03:29		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal
624885991209			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	22 May, 2025 07:31:16 AM	29 May, 2025 05:21:22 PM	20 May, 2025 01:15:53 PM	0:03:54		Internal